



POLICIES AND PROCEDURES MANUAL
Section 19
GRIEVANCE

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1. POLICY STATEMENT

Lennox Institute management, staff and contractors are committed to developing and maintaining an effective, timely, fair and equitable grievance handling procedure which is easily accessible to all complainants. All grievances must be dealt with sensitivity and promptly.

Lennox Institute will provide an effective, efficient, timely, fair and confidential academic and non-academic grievance handling procedure to all students.

2. PURPOSE

The purpose of this procedure is to ensure:

- Lennox Institute will treat complaints seriously and will ensure that all processes are confidential. The principles of natural justice will be followed to achieve an acceptable resolution;
- Lennox Institute is committed to dealing with complaints at the local level. Most difficulties can be resolved at an early stage by talking with the individual/s most concerned about the issue and resolving promptly.

3. SCOPE

This policy applies to all students seeking to enrol or enrolled in a course or unit of study.

Academic matters include those matters which relate to student progress, assessment, course content or awards in a VET course or unit of study.

Non-academic matters include those matters which do not relate to student progress, assessment, course content or awards in a course and include complaints in relation to personal information that the provider holds in relation to the Student. Non-academic grievances include complaints in relation to the following:

- Discrimination
- Vilification
- Sexual harassment
- Other forms of harassment
- Student amenities
- General complaints including dissatisfaction with services
- Complaints about financial matters
- Fines and payments
- Application procedures
- Use or misuse of personal information

4. DEFINITIONS

- **Student/s** refers to all persons enrolled or seeking to enrol in a unit or course of study.
- **Complainant** refers to Students (as defined above) or staff who have lodged an academic or non-academic complaint with Lennox Institute.
- **Complaint** - an expression of dissatisfaction regarding an established procedure, which affects the quality of services offered by the organisation.
- **Grievance** - a serious problem or concern of an academic or non-academic nature raised by an enrolled student or prospective student, which is believed by that student, to disadvantage them in the course of their study at Lennox Institute.
- **Respondent** –a person against whom a grievance or complaint has been brought.

5. RESPONSIBILITY

The Quality Manager is responsible for implementation of this policy and procedure and ensuring that all staff are fully trained in its operation and students and complainants are made aware of its availability.

6. PROCEDURE

6.1. INFORMAL GRIEVANCE PROCEDURE

Where possible all non-formal attempts will be made to resolve the grievance. This may include advice, discussions and general mediation in relation to the issue and grievance. Any staff can be involved in this informal process to resolve issues but once a formal complaint has been lodged, the following procedures must apply.

6.2. FORMAL GRIEVANCE PROCEDURE

- The complainant and respondent will have the opportunity to present their case at each stage of the procedure.
- The complainant and/or the respondent have the option of being accompanied/assisted by a third person (such as a family member, friend or counsellor) if they so desire.
- The complainant and the respondent will not be discriminated against or victimised.
- At all stages of the process, discussions relating to complaints, grievances and appeals will be recorded in writing. Reasons and a full explanation in writing for decisions and actions taken as part of this procedure will be provided to the complainant and/or respondent if requested.
- Records of all grievances will be kept for a period of five (5) years. These records will be kept strictly confidential and stored in the Grievance Register file kept in the General Manager, Training's office.
- A complainant shall have access to this grievance procedure at no cost for internal procedures. External processes may incur a fee.

Stage One – Formal Complaint

- i. The complainant may provide a written complaint with any relevant supporting documentation if applicable via email to info@lennoxinstitute.org or via mail to
General Manager, Training
Lennox Institute
PO Box 732
Seven Hills NSW 1730
- ii. General Manager, Training must acknowledge receipt of complaint or grievance to the complainant within seven (7) working days from date of submission. A log of complaints, grievances and appeals must be maintained to keep track of the response and duration of the complaint, grievance or appeal submitted.
- iii. General Manager, Training will consider and investigate the grievance, complaint or appeal within fourteen (14) working days of the date of being submitted by the complainant and request any further clarification and documentation to resolve the matter or to reconsider any original academic or non-academic decision.
- iv. The complainant may be requested to meet with the General Manager, Training to be interviewed or conduct a meeting to determine the facts of the matter and, if possible, resolve the complaint; discuss the nature or specifics of the grievance, complaint or appeal within the twenty (20) working days of the date of the grievance, complaint or appeal being submitted by the complainant.
- v. The complainant may provide further relevant documentation to support their complaint, grievance or appeal to the matter or academic/non-academic decision or issue upon request from the General Manager, Training.
- vi. The complainant and/or respondent has the right to have a third party support (such as a family member, friend, counsellor or other professional support person) present at any meetings with the Lennox Institute.
- vii. All discussions and meetings between complainant and Lennox Institute must be documented appropriately.
- viii. If the application is successful, and the complaint or grievance is resolved, the General Manager, Training will provide a formal written response to the complainant outlining the agreed outcome to the grievance or complaint or appeal and forward a

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brief report or copy of the outcome with accompanying documents to the Chief Executive Officer.

Stage two – Internal Appeal

- i. If a complainant is dissatisfied with the outcome of the formal grievance, he or she may lodge an appeal with the Chief Executive Officer within twenty (20) working days of receiving notification of the outcome of the formal grievance.
- ii. The Chief Executive Officer will meet with the complainant and other relevant parties within ten (10) working days. Where possible, such consultations should take the form of face-to-face interviews. The complainant or the respondent may ask another person to accompany him or her to these interviews. The Chief Executive Officer will provide a written report to the complainant advising the further steps that have been taken to address the grievance, including the reasons for the decision, within ten (10) working days. The report will further advise the complainant of his or her right to access the external appeals process if he or she is not satisfied with the outcome of the internal appeal.

Stage 3 – External Appeal

- i. If the complainant is dissatisfied with the outcome of their internal appeal, they may lodge an external appeal to the external grievance mediator within twenty (20) working days of receiving notice of the outcome of their internal appeal. Contact details for the external grievance mediator are:

Leadr – Association of Dispute Resolvers
 Level 1, 13 Bridge Street Sydney NSW 2000
 Phone: 02 9251 3366 or free call 1800651650
 Email: leadr@leadr.com.au.

The complainant must submit the appeal in writing to Leadr – Association of Dispute Resolvers and is required to attach a copy of Lennox Institute’s written decision from stage 2 of this procedure. The external mediation process will commence within twenty (20) working days of receipt of the external appeal. Lennox Institute will provide Leadr – Association of Dispute Resolvers with all relevant documents pertaining to the grievance. The decision of the external mediator will be documented in writing and supplied to the complainant and Lennox Institute within twenty (20) working days from the date of lodgement. The written response will outline the reasons for the decision. The external mediator’s decision is final and all parties will abide by the decision. If the external mediator’s decision supports the complainant, Lennox Institute will immediately implement any decision of the Mediator and any corrective or preventative action to avoid the situation arising in the future.

7. PUBLICATION

This Grievance Policy and Procedure will be made publically available on the Lennox Institute website www.lennoxinstitute.org.

8. RELATED DOCUMENTS

- Higher Education Support Act 2003 (HESA)
- VET Guidelines 2013
- VET Provider Guidelines

9. ISSUE HISTORY

Version Date	Revision Details
25/07/2014	Release of new policy