

THIS POLICY APPLIES TO:	EYNESBURY COLLEGE EYNESBURY COLLEGE ACADEMY OF ENGLISH
-------------------------	---

## ACADEMIC GRIEVANCE POLICY AND PROCEDURES

### Preamble

Academic Grievance Procedures are for grievances which relate to student progress, assessment, curriculum and awards in a course of study. This policy covers all students enrolled in Senior Secondary Years 10, 11 & 12, ELICOS Programs offered by the Eynesbury College Academy of English and the South Australian Universities' Foundation Studies Program trading as Eynesbury International. Although students enrolled in the South Australian Universities Foundation Studies Program are enrolled under a university CRICOS Code, academic grievances will be dealt with according to this policy.

This policy is underpinned by the principles of natural justice and procedural fairness, and emphasize the need to resolve the grievance as early as possible and as close to the source as possible.

This policy specifies Eynesbury International's commitment to ensuring a harmonious, fair and just learning environment by ensuring that students have access to processes that allow for grievances, disputes, problems and complaints of an academic nature to be resolved.

### 1 Introduction

All students of Eynesbury College and the Eynesbury College Academy of English can use these procedures to submit a grievance about an academic matter. Any student who feels that an academic decision made by Eynesbury College or the Eynesbury College Academy of English or one of its staff or a situation experienced by the student is not in accordance with Eynesbury's policies and procedures or is unjust or manifestly wrong, has the right to raise the grievance and to have that grievance considered in a timely fashion.

The complainant and respondent will not be victimized or discriminated against in any of the three stages set out in this policy.

At all stages of the process, reasons and a full explanation in writing for decisions and actions taken as part of the procedures must be given if so requested by the complainant and/or respondent.

The complainant and/or respondent have the right to be represented by a third person (such as a family member, friend, counsellor or other professional support person) if they so desire. A list of Community Mediation and Support Centres is included (See 8 below).

The procedures set out in this document do not replace or modify procedures or any other responsibilities which may arise under other higher education provider policies or under statute or any other law.

### 2 Complaint Procedures

Students or people seeking to enrol in any accredited school course (Senior Secondary Years 10, 11 & 12), non-award ELICOS course (Eynesbury College Academy of English) or other non-award course (South Australian Universities' Foundation Studies Program) offered by Eynesbury have four main stages at which a complaint may be addressed. The first stage is informal. The three stages following this initial stage are formal procedures. Each stage is free of charge. Each stage consists of a transparent process so that student's grievances may be dealt with expeditiously and equitably.

Every effort will be made to resolve the grievance at the informal level. If the student is not satisfied with the outcome at the informal stage, they may invoke the formal process at any stage during informal discussions.

### 3 Stage 1 - Informal Grievance Procedure - Academic Director / High School Coordinator / Director of Studies

In the first instance, grievances should be discussed with the person/s involved. If this is impracticable, complainants should communicate with the relevant Academic Director, High School Coordinator or Director of Studies who will endeavour to resolve the grievance in the absence of the other party. Every effort will be made to make a decision within 14 days of the grievance being brought to the attention of the Academic Director, High School Coordinator or Director of Studies.

The authority responsible for considering and deciding on various academic informal grievances is set out below.

#### 3.1 Within Term or Semester Marks

If a student has a grievance concerning the marks awarded for an assessment item during the term or semester, they must contact their lecturer within 14 days of results being published to discuss the extent to which they have or have not achieved the objectives set for the assessment item. If a student is not satisfied

with the outcome of the discussion with their lecturer they may contact the relevant Academic Director, High School Coordinator or Director of Studies who will endeavour to resolve the grievance. If the student is not satisfied with decision of the Academic Director, High School Coordinator or Director of Studies, they may commence formal grievance procedures. Formal grievance procedures must be commenced within 7 days of the student meeting with the lecturer and/or Academic Director, High School Coordinator or Director of Studies - see 4 below.

### **3.2 Final Grades**

If a student has a grievance concerning the marks awarded for their final grade, they must contact their teacher within 14 days of results being published to view and discuss their result. If a student is not satisfied with the outcome of the discussion with their lecturer they may contact the Academic Director, High School Coordinator or Director of Studies who will endeavour to resolve the grievance. If the student is not satisfied with the decision of the Academic Director, High School Coordinator or Director of Studies, they may commence formal grievance procedures. Formal grievance procedures must be commenced within 7 days of the student meeting with the Academic Director, High School Coordinator or Director of Studies - see 4 below.

### **3.3 On Contract**

If a student has a grievance concerning being placed on contract, they are advised to discuss their grievance with the relevant Academic Director, High School Coordinator or Director of Studies. If a student is not satisfied with the outcome of those discussions, they may then commence formal grievance procedures. Formal grievance procedures must be commenced within 7 days of meeting with the Academic Director, High School Coordinator or Director of Studies - see 4 below.

### **3.4 Preclusion**

If a student has a grievance concerning being precluded from Eynesbury College or the Eynesbury College Academy of English, they are advised to discuss their grievance with the relevant Academic Director, High School Coordinator or Director of Studies. If a student is not satisfied with the outcome of their informal appeal they may then commence formal grievance procedures. Formal grievance procedures must be commenced within 7 days of meeting with the Academic Director, High School Coordinator or Director of Studies - see 4 below.

### **3.5 Grievances Concerning Penalty for Academic Misconduct**

If a student has a grievance concerning a penalty imposed for an incident of academic misconduct, they are advised to discuss their grievance with the relevant Academic Director, High School Coordinator or Director of Studies. If a student is not satisfied with the outcome of this discussion they may then commence formal grievance procedures. Formal grievance procedures must be commenced within 7 days of meeting with the Academic Director, High School Coordinator or Director of Studies - see 4 below.

## **4 Stage 2 - Formal Grievance Procedure - College Director, Eynesbury International**

Stage Two of the formal grievance procedure requires the complainant, if dissatisfied with the outcome of stage one or two, to submit the complaint in writing to The College Director, Eynesbury International within 7 days of receiving an outcome from stage 2 of the process.

The College Director, Eynesbury International will acknowledge receipt of the grievance in writing, within 7 days of receiving the grievance. The College Director, Eynesbury International will consider the complaint and will notify the complainant of the decision within 14 days of receipt of the complaint. If the student is not satisfied with the decision of the College Director, Eynesbury International, they may invoke Stage Three of the procedure - see 5 below.

## **5 Stage 3 - Formal Grievance Procedure - External Agency for Grievances**

Where the complainant is unsatisfied with the outcome of Stage Two and believes that the College Director, Eynesbury International:

- did not provide sufficient opportunity to present their case to the decision-maker ; or
- the process was not carried out in accordance with EIBT policy or procedures; or
- the decision was made contrary to the evidence provided;

they may request that the matter to be dealt with through an external dispute resolution process by a body appointed for that purpose. The appointed body is:

The Office of the Training Advocate (OTA)  
Education Building  
31 Flinders Street  
Adelaide SA 5000  
Telephone: 1800 006 488

The Grievance will be addressed by the OTA, usually within 48 hours of receipt of the grievance.

While the parties attempt to resolve the matter, the student will continue to attend classes as normal. Should the grievance still remain unresolved, either party may seek legal remedies.

The OTA will review the case, seeking input from all parties before making recommendations. The College Director, Eynesbury International will ensure that the recommendations are implemented within 30 days of receipt of these recommendations from OTA.

## 6 Legal Action

This Policy does not inhibit a student's right to take further action under Australian consumer laws.

## 7 Confidentiality and Record Keeping

All details of informal and formal grievances shall be kept in the students' confidential file. Eynesbury International will take all necessary steps to ensure that information regarding the grievance shall be disclosed only to those persons who have a right to the information by virtue of their role in the appeals process.

Eynesbury International will keep records of grievances for a period of 5 years. Students of Eynesbury College or the Eynesbury College Academy of English or those seeking to enrol in a course of study with Eynesbury College or the Eynesbury College Academy of English, are entitled to access the grievance procedures set out in this policy, regardless of the location of the campus at which the grievance has arisen, the student's place of residence or the mode in which they study.

## 8 Mediation and Support services

Students who require assistance and support may contact one of three metropolitan community mediation services:

### Norwood

Norwood Community Mediation Services  
110 The Parade, Norwood, 5067  
Phone: (08) 8362 1199  
Fax: 8362 0410

### Christies Beach

Noarlunga Community Mediation Service  
40 Beach Road, Christies Beach 5165  
Phone: (08) 8384 5222  
Fax: 8384 5212

### Brompton (Western)

Western Mediation Service  
19 Green Street, Brompton 5007  
Phone: (08) 8340 1982  
Fax: 8346 9477

## 9 Policy Dissemination and Staff Training

This policy is published on the Eynesbury International website and communicated to:

- Academic staff through the Academic Staff Induction Handbook and the Eynesbury International website ([www.eynesbury.sa.edu.au](http://www.eynesbury.sa.edu.au));
- Students verbally during Orientation Day, in writing in the Student Handbook and published on the Eynesbury International website ([www.eynesbury.sa.edu.au](http://www.eynesbury.sa.edu.au)) and;
- To support staff through the Eynesbury International website ([www.eynesbury.sa.edu.au](http://www.eynesbury.sa.edu.au))

The relevant Academic Director, High School Coordinator or Director of Studies is responsible for the training of academic staff in the application of the policy and for verbally advising and explaining the policy to students.

The College Director, Eynesbury International, is responsible for the training of support staff in its application and for publishing the policy on the website.

<i>Policy Name</i>	<i>EC and ECAE Academic Grievance Policy and Procedures</i>
<i>Policy No</i>	
<i>Reference Authority</i>	
<i>Date of Approval</i>	
<i>Amendments</i>	