



NON-ACADEMIC GRIEVANCE POLICY AND PROCEDURES

1.0 Introduction

EIBT is committed to providing a harmonious, fair and just, working and learning environment by ensuring that current and prospective students have access to processes that allow for grievances, disputes, problems and complaints of a non-academic nature to be resolved.

EIBT's complaint policy and procedures are underpinned by the principles of natural justice and procedural fairness, and emphasise the need to resolve the complaint as early as possible and as close to the source as possible.

All students of EIBT, or those seeking to enrol in a course of study with EIBT, are entitled to access the grievance procedures set out in this policy regardless of the location of the campus of EIBT at which the grievance has arisen, the student's place of residence or the mode in which they have studied. These grievances made by current or prospective students relate to non-academic matters. EIBT also has in place an *Academic Grievance Policy and Procedures* for academic related matters.

All complaints will be dealt with in a supportive environment without victimisation or intimidation of anyone connected with the complaint either during, or subsequent to, a complaint resolution process. The complainant and respondent will not be victimised or discriminated against in any of the three stages set out in this policy.

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.

2.0 Complaint Procedures

Students or people seeking to enrol in any accredited higher education course of the provider have three stages at which a complaint may be addressed. There is no cost to the student 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 will be given if so requested by the complainant and/or respondent.

The complainant and/or respondent has the right to be represented by a third person (such as a family member, friend, counsellor or other professional support person) if desired. A list of Community Mediation and Support Centres is included (See 5.0 below).

2.1 Stage One

At the first stage of the process students may make a verbal complaint to one of the following Eynesbury International staff appropriate to the nature of the grievance:

- a) Academic Director, EIBT
- b) Senior Counsellor
- c) Accommodation Officer
- d) Admissions Manager
- e) Senior Accountant
- f) International Student Adviser

The Eynesbury Staff member will consider the complaint, consult as considered necessary, and notify the complainant of the outcome within 7 days of receipt of the complaint.

2.2 Stage Two

The second stage of the process at which a complaint is addressed is as follows :

If dissatisfied with the response to the complaint or the time taken to resolve the matter at Stage One, the complainant may submit the complaint in writing to The Director, Eynesbury International.

The Director, Eynesbury International will consider the complaint within a reasonable time and normally will notify the complainant of the decision within 14 days of receipt of the complaint.

2.3 Stage Three

The third stage of the process at which a complaint is addressed is as follows :

Where the complainant is unsatisfied with the outcome of the Stage Two and believes that the 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 Director, Eynesbury International will ensure that the recommendations are implemented within 30 days of receipt of these recommendations from OTA.

3.0 Legal Action

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

4.0 Confidentiality and Record Keeping

Records of all grievances and applications for review of decisions and their outcomes will be kept strictly confidential and filed in a separate file (not kept in the student or staff file) and stored in the office of the Director, Eynesbury International for a period of 5 years. Parties to the complaint will be allowed supervised access to these records.

5.0 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

6.0 Policy Dissemination and Staff Training

This policy is published on the EIBT website and communicated to:

- Academic staff through the Academic Staff Induction Handbook and the Eynesbury International website (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) and;
- To support staff through the Eynesbury International website (www.eynesbury.sa.edu.au)

The Academic Director, EIBT, is responsible for the training of academic staff in the application of the policy and for verbally advising and explaining the policy to students.

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