CRICOS 02815M
Policy Number: MITP55
Policy Name: Non - Academic Grievance Policy

Relevant State / Federal Govt. Legislation
Higher Education Support Act 2003
SNR Standard 16

Contact Officer: Campus Manager
Student Services Coordinator

Date Approved: 15th February 2016
Date of Next Review: 14th February 2018
Related Policies: n/a

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1.0 PURPOSE

Menzies Institute of Technology is committed to providing an effective, efficient, timely, fair and confidential non-academic grievance handling procedure for all Students.

Complainants are entitled to access the grievance procedures regardless of the location of the campus at which the grievance has arisen, the Complainant’s place of residence or mode 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 tend to arise from events occurring at a provider or from decisions made by a provider.

2.0 DEFINITIONS & KEY WORDS

2.1 “The Institute” refers to Menzies Institute of Technology.
2.2 “The Act” refers to the Higher Education Support Act 2003
2.3 “Student/s” refers to all persons enrolled or seeking to enrol in a VET unit of study with the VET provider
2.4 “Complainant” refers to Students (as defined above) who have lodged an non academic complaint with Menzies Institute of Technology.

3.0 PROCEDURE

3.1 Informal Grievance Procedure

Complainants are encouraged, wherever possible, to resolve concerns or difficulties informally with the person(s) concerned. There are staff available to assist the resolution of issues at this level. Complainants may raise an informal grievance by contacting the Student Services Coordinator.

3.2 Formal Grievance Procedure

General principles applying to all stages of this grievance procedure which will be adhered to by the Institute are:

• The Complainant and respondent will have the opportunity to present their case at each stage of the procedure.
• The Complainant and 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 the respondent if requested.
- Records of all grievances will be kept for a period of five years. These records will be kept strictly confidential and stored electronically in the WiseNet Student Management System and as physical copy in a secure folder.
- A Complainant shall have access to this grievance procedure at no cost.

**Stage One**
Formal grievances should be submitted in writing by completing the MFS04 - Student Complaint Form and submitting to the Student Services Coordinator in person or mail to the address as follows:

Student Services Coordinator  
Menzies Institute of Technology  
355 Spencer Street, Melbourne. VIC. 3003

The Student Services Coordinator of the Institute will then assess the grievance, determine the outcome and advise the Complainant in writing of their decision within 10 working days.

The Complainant will be advised of their right to access stage two of this procedure if they are not satisfied with the outcome of Stage One.

**Stage Two**
If the Complainant is not satisfied with the outcome of Stage One they may lodge an appeal in writing by completing the MFS04 - Student Complaint Form and submitting to Student Services Coordinator in person or mail to the address as follows:

Student Services Coordinator (Stage Two Complaint)  
Menzies Institute of Technology  
355 Spencer Street, Melbourne. VIC. 3003

This matter will then be escalated to the Principal Executive Officer.

The Complainant’s appeal will be determined by the Principal Executive Officer of the Institute (the Reviewer).
The Reviewer will conduct all necessary consultations with the Complainant and other relevant persons and make a determination of the appeal. The Complainant will be advised in writing of the outcome of their appeal, including the reasons for the decision, within 10 working days.

The Complainant will be advised of their right to progress to Stage Three of the grievance procedure if they consider the matter unresolved.

**Stage Three**

If the Complainant is not satisfied with the outcome of Stage Two they may request that the matter be referred to an external dispute resolution process by a body appointed for this purpose by the Institute.

The details for the external body and contact person are:

**Michael Proud**
Level 24, 200 Queen Street  
Melbourne Vic 3000 Ph: (03) 9947 4572  
Mobile: 0412 244 550 Email info@michaelproudadr.com

There are costs involved for the students to pursue external review process and students are able to contact the Institute directly to receive information on the external review costs.

The Institute will give due consideration to any recommendations arising from the external review within 10 working days.

**3.3 Publication**

This Academic Grievance Policy and Procedure will be made available to Students enrolled with the Institute through publication on the website http://www.menzies.vic.edu.au/current-students/policies/

The MFS04 – Student Complaint Form can found at the Institute’s main office reception area or on the Institute’s website http://www.menzies.vic.edu.au/students-info/current-students/forms/

This Academic Grievance Policy and Procedure was agreed to and ratified by the Principal Executive Officer of Menzies Institute of Technology Pty. Ltd on 11th April 2013.
4.0 RESPONSIBILITY

- Campus 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.
- The Student Services Coordinator is responsible for receiving and coordination of the grievances submitted by students and raise the matter to Senior Management.
- The Senior Management is comprised of Campus Manager, Planning, Development & Compliance Manager, English Department Academic Manager and PEO.