

## GRIEVANCE POLICY – NON ACADEMIC

All students of International College of Hotel Management, as well as those seeking to enrol in a course of study with the College are entitled to access *the Non-Academic Grievance* procedures set out in this policy. There is another policy for *Academic Grievances*.

This policy is published on the College web site on the Student Sharedrive and on the ICHM website at [www.ichm.edu.au/pdf/Academic\\_Grievance\\_Policy.pdf](http://www.ichm.edu.au/pdf/Academic_Grievance_Policy.pdf) It is also briefly reviewed in our Prospectus.

Students, or those seeking to enrol in any of ICHM's accredited courses, have three stages at which a complaint may be addressed. Each stage is free of charge. At the first stage of the process, students may take the complaint to either of the following: (a) the Admissions Officer, (if prior to Enrolment) or (b) the Vice Principal. The complaint will be addressed within 10 days of receipt of the complaint, and a reply will be sent within 21 days.

In the **first instance**, complaints will be discussed with the person/s involved. However, if this is impracticable, complainants should communicate with one of the positions/bodies listed below. This arrangement is free of charge.

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

- If unsatisfied with the response to the complaint or the time taken to resolve the matter, the complainant may submit the complaint in writing to Chief Executive or ICHM (if before enrolment) or the Principal (if after enrolment). Again, the complaint will be addressed within 10 days, and responded to within 21 days from receipt of the complaint, and it is free of charge.

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

- If not satisfied with a decision of the Chief Executive or the Principal, the complainant may request that the matter be dealt with through a Visitor appointed for this purpose. The Visitor is an independent person with experience in both education and student administration.

The Visitor is to be contacted through the office of the ICHM Chief Executive. Complaints will be addressed within 10 days, and responded to within 21 days. There is no charge for the appeal to the Visitor.

If the Visitor makes recommendations in relation to a grievance they have reviewed, the Visitor will forward those recommendations to the Chief Executive within 21 days, and within another 21 days the Chief Executive will ensure that the recommendations are implemented.

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The complainant and respondent will not be victimised or discriminated against in any of the three stages set out in this policy. They are entitled to remain enrolled in the course of studies and attend classes while their complaint is being resolved.

These policies are communicated to academic staff, and to administrative staff through the ICHM Hutt Street Procedure Manual. The Principal is responsible for the training of academic and on campus Administration staff in the application of the policy. The ICHM Chief Executive is responsible for the training of support staff in its application.

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. The third person should not be a legal practitioner.

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.

Records of all grievances and applications for review of decisions and outcomes must be kept for a period of 5 years. Such records will be strictly confidential and kept in a separate file (not kept in the student or staff file). The ICHM Principal is responsible to maintain the record of grievances and appeals to the Visitor, and they will be stored in the Principal's Office for 5 years. Parties to the complaint will be allowed supervised access to these records.

Students of the College or those seeking to enrol in a course of study with the College are entitled to access the grievance procedures set out in this policy, regardless of the location of the campus of the College at which the grievance has arisen, the student's place of residence or the mode in which they study.

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. For example, International Students may contact the Department of Education, Employment and Workplace Relations through the ESOS mailbox [esosmailbox@dest.gov.au](mailto:esosmailbox@dest.gov.au) or through the ESOS Helpline (02) 6240 5069 at any time through the Grievance Procedure. All students can contact consumer advocates for advice.

This policy was approved by the College Council on June 30<sup>th</sup> 2007