

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 share drive and on the ICHM website at <http://www.ichm.edu.au/files/f/1210/SHA-Rules-Grievance-Policy-Non-Academic.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 any time complaints can be discussed with the person/s involved. However, if this is impracticable, complaints have the following mechanisms available. Please note that all mechanisms are free of charge.

Internal Mechanisms

College Administered Three Stage Process

- First stage of the process:
Students take the complaint to the Principal. The complaint will be addressed within 10 days of receipt of the complaint, and a response will be given within 21 days.
- Second stage of the process:
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 the Academic Committee. Academic Committee meetings are held fortnightly and meeting dates are published on the College web site on the student share drive. Following submission of the complaint it will be addressed at the next scheduled meeting of Academic Committee and if this is longer than 14 days an extraordinary meeting will be scheduled and a response will be given within 21 days.
- Third stage of the process:
If not satisfied with a decision of the Academic Committee, the complainant may request that the matter be dealt with through a Visitor appointed for that purpose.

The ICHM Visitor is Dr Rosemary Brooks, Principal, St Ann's College, North Adelaide. The Visitor is to be contacted through the office of the ICHM Chief Executive. Complaints will be addressed within 10 days, and a response provided within 21 days.

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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External Mechanisms

In addition to the internal avenues of grievance resolution provided in this policy, all persons have the right to refer complaints to other bodies:

All students have the right to refer complaints to the

- Office of the State Ombudsman of South Australia.
<http://www.ombudsman.sa.gov.au>
- Equal Opportunity Commission of South Australia
<http://www.eoc.sa.gov.au>
- Office of Consumer and Business Affairs
- Australian Human Rights Commission
<http://www.hreoc.gov.au>

International Students may contact the

- Department of Education, Employment and Workplace Relations (DEEWR)
through the ESOS mailbox
esosmailbox@deewr.gov.au
or through the ESOS Helpline (02) 6240 5069.
- Office of the Training Advocate
<http://www.trainingadvocate.sa.gov.au>

Related Policy and Procedure

- 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 though 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.

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- 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.

This policy was approved by the College Council on June 30th 2007 and amended on 19th January 2011 following advice from DEEWR.