

International College of Hotel Management

GRIEVANCE POLICY - ACADEMIC

All students of International College of Hotel Management are entitled to access the *Academic Grievance* procedures set out in this policy for matters related to student progress, attendance records, assessment, curriculum, timetabling, and awards in a course of study.

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.

At any time complaints can be discussed with the person/s involved. However, if this is impracticable, complainants should communicate with one of the positions/bodies listed below. These arrangements are free of charge.

Students have three stages at which a complaint may be addressed.

At the **first stage** of the process, students may 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.

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 the Academic Committee.

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

- 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. 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, and is entitled to remain in enrolled in their course of studies and attend classes.

These policies are communicated to academic and support staff. The Principal is responsible for the training of academic and support staff in the application of the policy.

The complainant and/or respondent have the right to be represented by a third person (such as a family member, friend, counselor or other professional support person) if they so desire. This person should not be a legal practitioner. If a complainant wishes to be represented by a third person, 24 hours notice should be given.

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 are entitled to access and use 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 Training provider policies or under statute or any other law. For example, International Students may contact the Department of Education, Employment and Workplace Relations (DEEWR) through the ESOS mailbox 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 30th June. 2007