



Non-Academic Grievance Policy and Procedure

Preamble

This policy is published on the College web site and SharePoint.

The college has established a Non-Academic Grievance Committee to receive formal complaints from students.

The Non-Academic Grievance Committee will consist of any two of the following:

- Director Student and Industry Engagement,
- Director Academic
- Director Administration.

and

- the Student Welfare Officer

Policy

All students of International College of Hotel Management as well as those seeking to enrol in a course of the College, are entitled to access the non-academic grievance procedures set out in this policy for matters related to any non-academic complaint.

Purpose

To ensure that all non-academic grievances are managed in a fair and objective manner, with the desired outcome of reaching a mutually acceptable solution in the shortest possible timeframe.

Procedure

All complaints are viewed with the utmost seriousness and are treated in confidence, including those associated with bullying, racial and religious vilification, sexual harassment and unlawful discrimination allegations made by students.

The complainant(s) and respondent(s) are to be informed of the College's procedure and offered the option of having a support person present or accessing counselling.

Complaints may be informal or formal. The difference between the two is an informal complain is unwritten and often unofficial, whereby a formal complaint is in writing.

At any time, complaints can be discussed between the persons involved. However, if this is impracticable and/or with unsatisfactory outcomes, complainants have the following complaint mechanisms available. Please note that there are no fees associated with the following internal processes.

The complainant may choose to go direct to the second stage of the following process.

The complainant may choose to discuss the complaint with the Student Welfare Officer who will raise the complaint directly with the Principal if the complaint is perceived to be of an extreme, threatening or criminal nature.

Internal Mechanisms

College Administered Four Stage Process

- **First stage of the process:**

The complainant may initially raise an informal complaint with the Director Student and Industry Engagement. Following receipt of the informal complaint, the issue will be reviewed by the Director Student and Industry Engagement within 2 business days and a response provided to the complainant within 10 business days. Depending on the nature of the complaint, the Director Student and Industry Engagement may choose to meet with other Directors to gain further information and resolution of the complaint raised. The Director Student and Industry Engagement will raise the complaint directly with the Principal if the complaint is perceived to be of an extreme, threatening or criminal nature.

- **Second stage of the process:**

Should the complainant not be satisfied with the outcome, they may submit a formal complaint in writing. The complainant may choose to go direct to this formal second stage if they prefer. The formal written complaint must be received by the Non-Academic Grievance Committee within 10 business days of the complainant receiving feedback from the Director Student and Industry Engagement.

The formal complaint will be reviewed by the Non-Academic Grievance Committee, addressed within 5 business days and a response provided to the complainant within 10 business days.

- **Third stage of the process:**

If not satisfied with the decision of the Non-Academic Grievance Committee, the complainant may submit the complaint in writing to the Principal within 10 business days of receipt of the formal complaint decision. The complaint will be addressed within 10 business days of receipt of the complaint, and a response will be given within 15 business days.

- **Fourth stage of the process:**

If not satisfied with the decision of the Principal, the complainant may request that the matter be dealt with through a Visitor appointed for that purpose within 15 business days of receipt of the Principal's decision.

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 business days, and a response provided within 15 business 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 15 business days, and within another 15 business days the Chief Executive will ensure that the recommendations are implemented.

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 Services
<http://www.cbs.sa.gov.au/wcm/>
- Australian Human Rights Commission
<http://www.hreoc.gov.au>

International Students may contact the:

- Department of Education and Training through ESOS enquiries
<https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/ESOSenquiries/Pages/Default.aspx>.
- Office of the Training Advocate
<http://www.trainingadvocate.sa.gov.au>
- Overseas Students Ombudsman
<http://www.oso.gov.au/>

Related policy and procedure

The complainant and respondent will not be victimised or discriminated against in any procedures set out in this policy. Students are entitled to remain enrolled in their course of study and attend classes during the complaint handling process.

The complainant and/or respondent have the right to be represented by a third person (such as a family member, friend, counsellor, translator/interpreter 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 formal 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 non-academic grievance formal appeals, 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 non-academic grievances sent to the Chief Executive, 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.

Changes to the Policy

The Chief Executive and Principal must approve any change to this Non-academic Grievance Policy