



# O'NEILL KINESIOLOGY COLLEGE

*Creating Your Happiness and Vibrant Wellbeing*

## Grievance Procedures – Non-Academic

### **Grievance Policy:**

Complainants may raise a grievance if they feel they have been unfairly treated by management, staff or students enrolled in O'Neill Kinesiology College courses and they wish some action to be taken to remedy the situation. Complainants have a right to complain without fear of retribution and have their complaint dealt with promptly.

This policy applies to all persons enrolled with, or seeking or exploring enrolment with O'Neill Kinesiology College for the delivery of education, training and assessment services, including persons who are, or would be, entitled to VET FEE-HELP. The procedure describes the process by which complainants may have problems of a non-academic nature addressed effectively, efficiently, timely, fairly and confidentially. Non-academic grievances include issues such as harassment, vilification, discrimination, financial matters, fines and payments, application procedures, exclusion from events and facilities, and the use or misuse of personal information.

This grievance process is provided to all persons at no cost. Complainants are entitled to access this grievance procedure regardless of their place of residence or the mode in which they study.

A complainant may, at any stage, be accompanied and assisted by a third party (such as a family member, friend, counsellor or other professional support person). All of the stages in the grievance procedure will not victimise or discriminate any of the parties involved.

### **Implementation Procedures:**

- ◇ The RTO Manager is responsible for implementation of this policy and procedure.
- ◇ Students will be given the Student Handbook upon enrolment which sets out the grievances and appeals processes available to them and the flow chart of staff in order of approach when making a complaint.
- ◇ All students will undergo an induction at the beginning of their training and the grievances procedures will be explained to them.
- ◇ All new staff will receive a copy of the Student Handbook and Policy and Procedure Manual and be fully trained in the implementation of the grievance policies and procedures.
- ◇ Students will be advised that meetings with the RTO Manager regarding college matters must be arranged through the Reception.

- ◇ Documentation relating to the resolution of grievances will be kept in the RTO filing system for a minimum of 5 years. All documentation will be kept strictly confidential.

**Grievance Process:**

- ◇ Students with a complaint or grievance are encouraged to discuss it with the RTO Manager prior to accessing the formal grievance procedure outlined below.
- ◇ If the complainant feels the situation has not been resolved to their satisfaction then they and/or their advocate should begin the formal grievance procedure outlined below.

**Stage 1**

- ◇ Formal grievances should be submitted in writing to the RTO Manager using the Grievance Form. Complainants are also requested to offer what they perceive as solutions to problems.
- ◇ A meeting will then be scheduled with RTO Manager and all discussions will be recorded in writing.
- ◇ Following this meeting the RTO Manager will assess the grievance, determine the outcome and advise the complainant in writing of their decision within 7 days. The letter will advise the complainant of their right to access stage 2 of this procedure if they are not satisfied with the outcome.

**Stage 2**

- ◇ If the Complainant is not satisfied with the outcome of stage 1 they may lodge an appeal in writing with Nicolie O'Neill, Director, O'Neill Kinesiology College, PO Box 1665, Melville South WA 6156.
- ◇ The complainant's appeal will be determined by Nicolie O'Neill (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 14 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 3**

- ◇ If the Complainant is not satisfied with the outcome of stage 2 they may request that the matter be referred to an external dispute resolution process by a person appointed for this purpose by O'Neill Kinesiology College.

- ◇ The organisation appointed for the external dispute resolution process is Australian Mediation Association.
- ◇ The external review will be completed within 21 days of the dispute being referred by the complainant.
- ◇ O'Neill Kinesiology College will give due consideration to any recommendations made by the external reviewer.

**Publication:**

This *Grievance Policy and Procedures* will be made available to Students and Potential Students through publication on the website [www.nicolieoneill.com](http://www.nicolieoneill.com) and in the student handbook.

This *Non-Academic Grievance Procedures* was agreed to and ratified by the Directors of O'Neill Kinesiology College on 6 December 2012.

Version 3, 7/12/2012