

Grievance Policy and Procedure

Overview

College of Event Management is committed to providing an effective, efficient, timely, fair and confidential academic and non-academic grievance handling procedure for all students.

Academic matters include those matters which relate to student progress, assessment, course content or awards in a VET course of study.

Non-academic matters include those matters which do not relate to student progress, assessment, course content or awards in a course and include complaints in relation to personal information that the college holds in relation to the student. Non-academic grievances tend to arise from events occurring at a college facility or from decisions made by the college.

Grievances and Appeals

A grievance is when the student/respondent chooses to make a complaint.

An appeal can be made when a student/respondent is not satisfied with the outcome at any stage of the grievance process.

Responsibility

The Managing Director is responsible for implementation of this policy and procedure and ensuring that all staff members are fully trained in its operation and students are made aware of its availability. The Managing Director may delegate responsibility for the resolution of the grievance and /or appeal.

Grievance Procedure

General principles apply to all stages of this grievance procedure which will be adhered to by College of Event Management are:

1. The student and respondent will have the opportunity to present their case at each stage of the procedure.
2. The student and/or the respondent have the option of being accompanied/assisted by a third person (such as a family member, friend or counsellor) if they so desire.
3. The student and the respondent will not be discriminated against or victimised.
4. At all stages of the process, discussions relating to complaints, grievances and appeals will be recorded in writing. Reasons and a full explanation in writing for decisions and actions taken as part of this procedure will be provided to the student and/or respondent if requested.
5. Records of all grievances will be kept for a period of five years. These records will be kept strictly confidential and stored in the college records management system. The student shall have appropriate access to these records. The student shall have access to this grievance procedure without charge.

Stage One

The first point of contact for all matters is your Learning Facilitator. If after speaking with your Learning Facilitator you do not feel your issue or concern has been resolved then your next point of contact is the Course Administrator. Students are to make contact in writing to request a meeting.

The student will be advised of their right to access Stage Two of this procedure if they are not satisfied with the outcome of Stage One.

Stage Two

If the Student is not satisfied with the outcome of Stage One, they may lodge an appeal in writing with the Managing Director.

The Managing Director will conduct all necessary consultations with the student and other relevant persons and make a determination of the appeal. The student will be advised in writing of the outcome of their appeal, including the reasons for the decision, within five working days.

The student will be advised of their right to progress to Stage Three of the Grievance Procedure if they consider the matter unresolved.

Stage Three

If the student is not satisfied with the outcome of Stage Two, they may request that the matter be referred to an external dispute resolution process by a body appointed for this purpose by College of Event Management.

The details for the external body and contact person are:

LEADR

Association of Dispute Resolution

Level 1, 13-15 Bridge Street, Sydney NSW 2000

Free call: 1800 651 650 Email: leadr@leadr.com.au Website: www.leadr.com.au

This process has associated costs and it is recommended that students inquire about their liability prior to progressing to Stage Three.

College of Event Management will give due consideration to any recommendations arising from the external review within ten working days.

Publication

This Grievance Policy and Procedure will be made available to students enrolled at College of Event Management Pty Ltd through publication on the college website www.coem.edu.au

The College reserves the right to update and amend policies and procedures at any time.