Academic and Non-Academic Grievance Policy and Procedures

Conwal and Associates trading as Conwal Institute RTO 31190 has student grievance procedures for handling complaints.

Under Australian Skills Quality Authority (ASQA), Conwal Institute will address complaints and appeals professionally and effectively. These student procedures required under VET FEE-HELP are in addition to other requirements and procedures provided by Conwal Institute.

Definitions

For the purposes of this document the following applies:

- **The Act** refers to the Higher Education Support Act 2003
- **Student/s** refers to all persons enrolled in a VET unit of study that meets the course requirements of VET FEE-HELP assistance under the Act.
- **Complainant** refers to Students (as defined above) who have lodged a complaint with Conwal Institute Pty Ltd.
- **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 provider holds in relation to the Student. Non-academic grievances tend to arise from events occurring at a provider or from decisions made by a provider.
- **Academic matters** include those matters which relate to student progress, assessment, course content or awards in a VET course of study.

Overview

Conwal Institute is committed to providing an effective, efficient, timely, fair and confidential grievance handling procedure for all students, including students eligible for VET FEE-HELP. This policy and procedures applies for all Conwal Institute students.

Complainants are entitled to access this grievance procedure. Disagreements and misunderstandings can happen to anyone. In fact they are a part of life. However, Conwal Institute has a fair and equitable process for dealing with complaints and client appeals.

Responsibility

The RTO Manager is responsible for implementation of this policy and procedure and ensuring that all staff are fully trained in its operation and students and complainants are made aware of its availability.

Non-Academic Grievance Procedure

If you have a complaint about anything related to your qualification you should first try to resolve the problem by speaking to your trainer. However, if you feel that you cannot do this or, if your complaint or concern is about something that is not directly related to your qualification, you may contact Student Support Services.

Confidential help and support will be provided. Conwal Institute and their staff work hard to ensure that all students have a positive experience while they are studying.

If students are unhappy with any decisions, procedural matters or any issues directly relating to your course of study they are encouraged to contact student support services to discuss the problem.

If you cannot resolve your problem by informal discussions you can make a Formal Compliant using the Complaints Form - contact Student Support Services for a copy of this form at vetfee@conwalassociates.com.au
Academic Grievance Procedure

General principles applying to all stages of this grievance procedure which will be adhered to by Conwal Institute are:

- The Complainant and respondent will have the opportunity to present their case at each tier of the procedure.
- The Complainant and 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.
- The Complainant and the respondent will not be discriminated against or victimised.
- At all tiers of the process, actions relating to complaints, grievances and appeals will be documented. Reasons and a full explanation in writing for decisions and actions taken as part of this procedure will be provided to the Complainant and/or the respondent if requested.
- Records of all grievances will be kept for a period of five years. These records will be kept strictly confidential and stored electronically at 130 Commercial Rd, Newstead, Qld 4006 and also be stored on a backup system elsewhere.
- A Complainant shall have access to this grievance procedure at no cost.

Implementation Procedures

The following identifies three key tiers by which a formal academic or non-academic complaint made to Conwal Institute may be handled.

Tier One
To lodge a formal complaint this will need to be done in writing, please fill out our complaints form, if you require a copy of our Complaints form.

On receipt of Complaints form, the complainant will be acknowledged in writing within 2 business days of receipt. Complaint is investigated by a person not involved in the alleged offense.

The investigation is thorough and fair.

The complainant is notified of the outcome of the complaint/academic appeal within 10 business days including - the reason of the outcome.

The complainant has been advised of their right to appeal to the RTO Manager including the timeframe in which they have to do so, the process for doing so.

Tier Two
Conwal Institute has a fair and equitable process for dealing with student appeals.

Students seeking to appeal against a complaint/academic decision shall have access to the following framework, which provides a means for problems experienced by students and trainer to be addressed immediately, effectively, professionally and confidentially.

The policy provides an avenue for appeals to be addressed.

Appeal of complaint/academic appeal is acknowledged in writing within 2 business days of receipt. Complaint is investigated by the RTO Manager.

The investigation is thorough and fair.

The complainant is notified of the outcome of the complaint/academic appeal within 10 business days including - the reason of the outcome.

The complainant has been advised of their right to appeal to an independent party, the process for doing so.
**Tier Three**

When an appeal cannot be resolved through discussion and conciliation, Conwal Institute acknowledges the need for an appropriate external and independent agent to mediate between the parties. All appeals will be heard by an independent 3rd Party to mediate between the parties.

All aspects of the appeals process will be documented in writing and a copy given to both parties. A request for review is acknowledge in writing within 2 business days of receipt.

Conwal Institute send the complaint to an independent 3rd Party to mediate between the parties.

Where Conwal Institute considers more than 60 calendar days are required to process and finalise the compliant or appeal, Conwal institute will inform the student in writing, including reasons why more than 60 calendar days are required and regularly update the student on the progress of the matter.

**Publication**

This Grievance Policy and Procedure will be made available to all Students enrolled with Conwal Institute through publication on the website and in the Conwal Institute Student Handbook. The student handbook is available both electronically and in hard copy.