

ACADEMIC GRIEVANCES AND COMPLAINTS POLICY AND PROCEDURE

Code	PL_AC_11				
Title	Academic Grievances and Complaints Policy and Procedure				
P&P Version	Date Approved by Leadership Group	Date Approved by Academic Board	Date Approved by Board of Directors	Effective date	Next review
2.0	02/11/2018	06/12/2018	13/12/2018	05/11/2018	October 2019
1. Policy Statement					
Authority	<p>The Australian Institute of Music Limited (AIM), known as ‘the Institute’, is governed by the Board of Directors (BoD) with academic authority delegated to the Academic Board (AB). The BoD and AB share joint responsibility for ensuring that all academic policies and procedures follow ‘best practice’ principles for Higher Education and other sectors of educational delivery, in compliance with relevant Australian legislation and current regulatory requirements.</p> <p>The Institute will treat all academic grievances and complaints seriously, ensuring that the policy is fair and the procedures are clear and the details of the process kept confidential for all parties, except where disclosure of information may be required by law. A strong focus of this policy and procedure is the efficient and constructive resolution of academic grievances and complaints in order to restore positive learning and teaching interactions and cooperative working relationships.</p>				
Application	This policy and procedure applies to Quality Assured (QA) delivery of accredited AIM programs offered at the Sydney and Melbourne campuses. If applicable, this policy and procedure will also apply in future, wherever QA AIM programs are approved for delivery elsewhere in Australia or overseas.				
Purpose	The purpose of this policy and procedure is to ensure that academic grievance and complaint handling procedures are fair and equitable, appropriately confidential, consistently managed and properly documented				
Principles	<ul style="list-style-type: none"> • Natural justice and best practice are followed to achieve educationally constructive and operationally fair and reasonable outcomes • Most disputes should be satisfactorily resolved informally at the local level, by talking with the individual/s and/or immediate supervisor central to the issue to help quickly resolve concerns and remove any barriers to good working/teaching/learning relationships • All prospective, enrolled and past students are entitled to access this policy and procedure, regardless of the location of the campus at which the grievance or complaint has arisen or their place of residence • No grievant or respondent will be victimised or discriminated against in any of the stages set out in this policy and procedure • Any dispute not satisfactorily resolved at AIM will be referred to external arbitration. 				
Scope	<p>This Policy and Procedure addresses grievances and complaints that specifically relate to academic matters involving or directly impacting the:</p> <ul style="list-style-type: none"> • Conduct and outcomes of learning, teaching, assessment and research, and 				

ACADEMIC GRIEVANCES AND COMPLAINTS POLICY AND PROCEDURE

	<ul style="list-style-type: none"> Any AIM program or unit of study, irrespective of the AQF level, location or mode of educational delivery, unless otherwise stated. <p>The scope of this policy and procedure presupposes mutual compliance by the applicant, the Institute students and staff with the <i>Student Code of Conduct</i> and program rules, other relevant AIM policies and procedures, adhering to any relevant sector-specific requirements or obligations under legislation and/or regulations.</p>
Coverage	<p>This policy and procedure applies to:</p> <ul style="list-style-type: none"> Prospective and current domestic and international students of AIM Former students, withdrawn from the Institute, may lodge a grievance or complaint within 30 calendar days after their enrolment officially ceased All accredited AIM courses All full time, part time or casual staff of AIM AIM campuses in Sydney and Melbourne, and other approved locations.
Special Conditions or Exceptions	<p>This policy and procedure does not apply to matters covered under separate policies and procedures including:</p> <ul style="list-style-type: none"> Attendance requirements Extension of assessment deadlines Reasonable and routine student requests for re-marking or review of the accuracy of assessment results Assessment appeals Applications for consideration of extenuating circumstances, deferral or withdrawal without penalty Matters concerning FEE HELP, up-front fee payment or refunds Non-award and non-academic grievances and complaints Staff or third-party academic grievances and complaints. <p>Neither does this policy and procedure take precedence over or provide exemption from other AIM policies and procedures.</p> <p>For further information see the Assessment Appeals Policy and Procedure and Non-Academic Grievances and Complaints Policy and Procedure</p>
2. Procedures	
Implementation	<p>A four-stage process is available to resolve academic grievances and complaints. In the first instance, informal academic grievances or complaints raised by students may be directed to the lecturer concerned and/or Program Leader for discussion, who must keep a record of the matter and any mutually agreed outcomes of conversation or negotiations. All conversations must be recorded in writing with a copy to the student and to the Student Data Manager for filing.</p> <p>Formal internal academic grievances or complaints received in writing from students are administered by the Student Data Manager (SDM) in accordance with the process outlined below. The SDM will check the form for completeness and to ensure all relevant supporting materials have been attached before forwarding to the Head/Deputy Head of Learning and Teaching or Director of Academic Affairs for review. A case file will be established (on Sharepoint) to include full documentation of student allegations, evaluation of evidence provided, procedural reviews and agreed outcomes.</p> <p>In an attempt to resolve the grievance or complaint, mediation can occur during any of the informal or formal stages. An independent person will be nominated as the mediator, but the mediator cannot be a support person, nor a person involved in the</p>

ACADEMIC GRIEVANCES AND COMPLAINTS POLICY AND PROCEDURE

	<p>dispute. The student may elect to take a support person with them, either a member of Student life or from the AIM Student Association (ASA).</p> <p>If the dispute cannot be resolved internally, the matter will be referred to external independent arbitration, at minimal or no cost, for a final decision that is binding on both parties.</p>
<p>Contextual Considerations</p>	<p>An academic grievance or complaint may be made against any of AIM’s academic decisions, actions or processes. Students can submit grievances or complaints against academic conduct or decisions that may include concerns over such matters as:</p> <ul style="list-style-type: none"> • Student eligibility for entry to specific courses of study • Advanced standing involving unit exemptions • Student progress including decisions involving probation, suspension or cancellation of enrolment • Class or performance participation, examinations or submission of assessment tasks • Issues related to authorship or intellectual property • Cases of academic misconduct • Completion of designated awards in a course of study • Any academic decision made by a member of academic staff that is seen to unfairly privilege or compromise or adversely affect the learning opportunity or achievement of outcomes for an individual student or group of students • The nature of teaching delivery, resources or academic support • The content, structure or status of an academic unit or program. <p>In seeking to resolve an academic dispute, students and staff should normally first exhaust the following dispute resolution mechanisms. A student who is dissatisfied with an academic decision, action or process at AIM has the right to have the matter or decision reviewed and to contest the final decision.</p> <p>Academic grievances or complaints should normally be lodged up to 10 working days from the date of occurrence of the aggrieved matter. A student making a grievance or complaint should clearly and objectively identify the issue, provide directly relevant substantiating evidence in support of his or her grievance or complaint where it is possible to do so, and organise any evidence in a clear and logical manner. The student should also clearly state the outcome they are seeking from making the grievance or complaint</p> <p>Where the grievance or complaint concerns an assessment result or final result, the student must initially follow AIM’s processes for appealing an assessment result or final result, which normally includes lodging an Assessment Appeals Application. The grounds for lodging an appeal against assessment results for a unit of study are outlined in the Assessment Appeals Policy and Procedure available from the SharePoint student information system at AIM.</p>
<p>Natural Justice</p>	<p>Disputes arising in relation to academic matters will be resolved as quickly as possible. This policy and procedure respects privacy and natural justice, is designed to assist all parties equally and reflects Institute expectations of staff and students to behave professionally at all times in relation to:</p> <p>Confidentiality</p> <p>The Institute will ensure all complaint and grievance processes are handled in a sensitive and confidential manner; and all parties will refrain from inappropriately discussing details of the disputed academic matters with friends or colleagues whilst the grievance or complaint is under consideration.</p>

ACADEMIC GRIEVANCES AND COMPLAINTS POLICY AND PROCEDURE

	<p>Procedural Fairness In line with the principles of natural justice, no complainant or respondent will be disadvantaged, victimised or discriminated against in any of the four stages set out in this policy and procedure.</p> <p>Continuation of Enrolment In cases other than matters of serious or repeated academic misconduct, disruptive or extreme behaviour impacting other students, or in cases of voluntary withdrawal, a student’s ongoing enrolment at AIM will normally be maintained during the conduct of an academic grievance or complaint hearing until the matter has been decided.</p> <p>For international students, whose academic participation is subject to reporting to relevant Australian Government departments, AIM will not report the student to the relevant Australian Government departments unless extenuating circumstances relating to the welfare of the student apply or the student is otherwise in breach of their visa conditions.</p> <p>Once the internal AIM grievances or complaints process is complete, and following the conclusion of any appeal, if the final outcome supports the Institute’s decision to defer, suspend or cancel an international student’s enrolment, and</p> <ul style="list-style-type: none"> • Evidence shows that there are compassionate or compelling circumstances concerning the student’s case, then the Institute will provide ongoing support to the student through the Institute’s Academic Intervention Strategy, continue to maintain the student’s enrolment, and will not report the student to the relevant Australian Government departments - provided they are diligent with their ongoing studies; or • There is insufficient evidence to verify compassionate or compelling circumstances, then the Institute is obliged to notify the relevant Australian Government department through PRISMS of the change in enrolment status - especially where this relates to the student’s unsatisfactory course progress or unsatisfactory course attendance. In which case, the Institute will defer, suspend or cancel an international student’s enrolment, and the student has 28 calendar days to leave Australia, or show the Department of Home Affairs (DoHA) a new Confirmation of Enrolment (CoE), or provide the DoHA with evidence that he or she has accessed an external appeals process. <p>Continuation of Attendance In-principle, students will continue to attend normal classes whilst a grievance or complaint is being reviewed. However, on a case-by-case basis, AIM reserves the right to decide whether or not to continue to permit class attendance by the grievant throughout internal or external complaint, grievance or associated appeal hearing processes.</p> <p>Depending on the circumstances, this might include a decision for the student to either continue to attend classes, or be excluded from attending classes but continue to undertake class work and/or assessment outside of the classroom environment.</p> <p>The Institute would normally only take such action under extreme circumstances where it was determined necessary to maintain AIM’s duty of care to the majority of other students and staff. In which case, due consideration of suitable guidance and alternate academic support will be given to avoid any potential academic disadvantage to the student (whether domestic or international - see National Code</p>
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ACADEMIC GRIEVANCES AND COMPLAINTS POLICY AND PROCEDURE

	<p>Standard 10), in order to minimise the impact of a temporary denial of face-to-face learning opportunities on subsequent completion of their studies.</p> <p>Related Records</p> <ul style="list-style-type: none"> • A staff member in receipt of documentation in Stage 2, 3 or 4 of the academic grievance and complaint procedure, including emails, letters and supporting materials, is responsible for prompt forwarding of the documentation, in an organised, clear and confidential manner, to the Student Data Manager • Records of grievance or complaint processing will be kept strictly confidential and stored in a separate file for a period of at least five years, with the outcomes noted on the student record. • The complainant and/or respondent will have a right of supervised access to all documents held by the Institute concerning his or her grievance or complaint. • The Student Data Manager shall maintain a register of formal grievance, complaint and appeal cases that notes the date the case was first lodged by the student, the policy and procedure/s under which the case was considered, the outcome of each procedural stages, and the date the matter was resolved. Senior staff of AIM and staff of Commonwealth and State Government agencies, who may not necessarily have direct involvement in the formal grievance or complaint case/s, may access this register if required to do so in their normal work undertakings or by law. <p>Resolution</p> <p>Where grievances and complaints are first addressed at the local level, it would be expected that most concerns/disputes can be resolved informally by talking with the individual/s most concerned. Constructive and open dialogue about an issue between student and academic staff is normally the most effective way to resolve academic disputes.</p> <p>If a resolution is not possible informally at Stage 1, Stages 2 – 4 provide formal mechanisms for dealing with the matter by internal review and evaluation or external arbitration.</p> <p>Financial Cost</p> <ul style="list-style-type: none"> • Stages 1 - 3 of the internal academic grievance and complaint procedure, will not incur costs to the student. • At Stage 4: <ul style="list-style-type: none"> ○ Where a student may elect to lodge a formal complaint with a mutually agreeable independent external arbiter or regulatory authority, costs may be incurred ○ The complainant is responsible for ascertaining whether or not he or she will incur charges and pay costs at that stage ○ International students incur no charges for the Australian Government’s Overseas Students Ombudsman service ○ If the external arbitrator finds in favour of the student, upon application and with receipts provided, the Institute may reimburse the student (in part or in full) direct costs of external arbitration.
<p>Overview of 4 Stage Resolution Process</p>	<p>There are four (4) stages in the processes to resolve an academic grievance or complaint at AIM. Matters may be resolved at any stage, without the need to progress to the next stage. Each stage represents an increased level of formality that includes submission and review of additional, more substantive evidence and record keeping. The four stages include:</p>

ACADEMIC GRIEVANCES AND COMPLAINTS POLICY AND PROCEDURE

	<p>Stage 1. Informal Discussion/Negotiation, which is normally a conversation between the student and staff member (lecturer), and/or the supervisor of the staff member involved (Program Leader).</p> <p>Stage 2. Formal Internal Grievance or Complaint involves completing the Grievance and Complaint Form and submitting to the Student Data Manager (SDM) with relevant supporting documents. The SDM will check the form for completeness to ensure all relevant supporting materials have been attached before forwarding to the Head/Deputy Head of Learning and Teaching for review.</p> <p>Stage 3. Formal Internal Review involves completing a new Grievance and Complaint Form and submitting to the SDM with additional supporting documents. The SDM will check the form for completeness and to ensure all relevant supporting materials have been attached before forwarding to the Director of Academic Affairs for review.</p> <p>Stage 4. External Independent Arbitration is the final stage where the ultimate determination of unresolved academic disputes is escalated to an appropriately authorised independent person or body, external to the institute, that may be:</p> <ul style="list-style-type: none"> • Nominated by the Institute as an independent external arbiter, or • Referred by the applicant to a higher education association or authority, or the Overseas Students Ombudsman for international students. <p>When a case escalates from one stage to the next, the student must present evidence to demonstrate that the previous determination was lacking in either academic judgement and/or due process. If this is impractical, reasonable cause must be justified in communication with the SDM. At each stage of the process, both the complainant and respondent have a right to:</p> <ul style="list-style-type: none"> • Be accompanied by a third party for personal support, not including legal representatives • A full explanation in writing for decisions and actions taken as part of the procedures.
<p>STAGE 1. Informal Discussion/Negotiation with the Lecturer (Mediation if required)</p>	<p>Normally within 10 working days of the occurrence of the academic grievance or complaint the student should liaise with either the staff member (lecturer) most directly concerned and/or their immediate supervisor (Program Leader) to discuss/negotiate details of the academic concerns with a view to arriving at a mutually agreeable resolution.</p> <p>When initiating informal discussion/negotiation, the student is responsible for ensuring in that they make clear the nature and grounds of the academic grievance or complaint and, where applicable, provide evidence to support any claims. If mediation is required, the student may elect to take a support person with them, either a member of Student life or from the ASA.</p> <p>Teaching staff handling the initial grievance or complaint will ensure that they:</p> <ul style="list-style-type: none"> • Take the matter seriously • Refer the matter to their supervisor (Program Leader) in cases of real or perceived conflict of interest for the staff member (Lecturers) • Listen and understand the nature of the student grievance or complaint • Explore all the options and evaluate possible implications for equitably resolving the issue with the student • Avoid any behaviour which might reasonably be interpreted as dismissive, interrogative or judgemental

ACADEMIC GRIEVANCES AND COMPLAINTS POLICY AND PROCEDURE

	<ul style="list-style-type: none"> • Record all conversations and correspondence (including formal and informal) with the student relating to a disputed matter, irrespective of the time, location, means or circumstances under which pertinent interactions may have occurred. It must be recorded in writing with a copy sent to the student and to the Student Data Manager for filing. <p>Following discussion, the staff member or supervisor will respectfully investigate the student grievance or complaint. Exercising procedural fairness, the staff member or supervisor may diplomatically consult with relevant academic and administrative staff, as well as students of AIM as part of these investigations, to verify assertions and inform feedback and further constructive engagement in ongoing informal discussion with the student as is deemed reasonable and relevant by both parties.</p> <p>The staff member or supervisor should respond to the student, normally in writing via email, within 10 working days of the student’s initial raising of their grievance or complaint. This written response will briefly outline the nature and grounds of the student’s grievance or complaint and the decision of staff member or supervisor on the matter, giving reasons and providing a link to this Academic Grievances and Complaints Policy and Procedure.</p> <p>If the student is satisfied with the response at this stage, no further action is required. If the student is dissatisfied with the response, or the decision outcome or the time taken to resolve the matter, he or she can proceed to Stage 2. Stage 2 will require formal lodgement by completing the Grievance and Complaint Form.</p>
<p>STAGE 2. Formal Internal Grievance or Complaint</p>	<p>If dissatisfied with the response to the grievance or complaint, or the time taken to resolve the matter under Stage 1, the student may lodge a formal internal grievance or complaint by completing the Grievance and Complaint Form, and submitting to the Student Data Manager (SDM) with relevant supporting documents. The SDM will check the form for completeness to ensure all relevant supporting materials have been attached, and Stage 1 of the grievance and complaints process has taken place before forwarding to the Head/Deputy Head of Learning and Teaching who will review the student’s concerns.</p> <p>If Stage 1 of the grievance and complaints process has not been pursued and/or supporting documents have not been supplied, the form will be returned to the student as ‘unresolved’, requesting the student to have an informal discussion with the staff member (lecturer), and/or the supervisor of the staff member involved (Program Leader) and/or provide supporting documents.</p> <p>As this will be the first formal step in the grievance or complaint resolution process, the student must explain the basis for the submission of the grievance or complaint and the expected outcome. The student should:</p> <ul style="list-style-type: none"> • Explain the circumstances and grounds for his or her grievance or complaint • Provide the date of the initial decision • Justify why a reconsideration is being requested • Clarify the expected outcome they are seeking • Attach copies of any written communication between the student and the staff member that took place at Stage 1; and • Attach evidence that supports his or her grounds for grievance or complaint, where available (which may include new evidence). <p>The Head/Deputy Head of Learning and Teaching will investigate the grievance or complaint with procedural fairness by reviewing the student record and consulting with relevant academic and administrative staff, including the Program Leader.</p>

ACADEMIC GRIEVANCES AND COMPLAINTS POLICY AND PROCEDURE

	<p>The written grievance or complaint will be dealt with within a reasonable time, normally within twenty (20) working days of receipt of the student submitting the grievance or complaint. Stage 2 deliberations will take the Stage 1 expression of concern and response into consideration when reflecting on the appropriateness of decision reached by the staff member and the reasons given for that decision. As a result of the findings from review including consideration of any additional explanation or evidence provided by the student, a further decision will be taken to either:</p> <ul style="list-style-type: none"> • Confirm the original decision, or • Vary the original decision, stating the changes in detail, or • Set the initial decision aside in favour of a new decision, giving details of the new decision with a link to AIM’s Academic Grievances and Complaints Policy and Procedure. <p>If the student is satisfied with the response at this stage, no further action is required. If the student is dissatisfied with the response, or the decision outcome or the time taken to resolve the matter, he or she can proceed to Stage 3.</p>
<p>STAGE 3. Formal Internal Review</p>	<p>A student may formally refute a decision taken at Stage 2, normally within 10 working days of their receipt of the written response from the Head/Deputy Head of Learning and Teaching regarding the outcome of the review of their grievance or complaint.</p> <p>To proceed with the grievance or complaint, the student must resubmit his or her complaint or grievance with further substantiation via the Grievance and Complaint Form to the SDM. The SDM will assess the form for completeness to ensure all relevant supporting materials have been attached, and Stage 1 and Stage 2 of the grievance and complaints process has taken place before forwarding to the Director of Academic Affairs. The grievance or complaint should:</p> <ul style="list-style-type: none"> • Clearly outlines the nature and further grounds in support of his or her grievance or complaint • Provide the dates of the Stage 1 and Stage 2 decisions • Justify why a reconsideration is being requested • Clarify the expected outcome they are seeking • Attach copies of any written communication between the student and the staff member that took place at Stage 1 and Stage 2; and • Attach any further substantive evidence not previously provided that supports his or her grounds for grievance or complaint, where available. <p>The Director of Academic Affairs will review all previous evidence and decisions in a separate investigation that examines the details of the grievance or complaint in light of the conduct of the case to ensure procedural fairness. The Director of Academic Affairs may also seek input from the Leadership Group and/or elect to establish a panel of two or more members, to reconsider the full body of evidence presented by the student in relation to the academic grievance or complaint.</p> <p>In addition to the Director of Academic Affairs, the panel may include a member of the Leadership Group (or Delegate) and a member of the Academic Board or one of its standing Committees. Anyone who was involved in Stages 1 or 2 grievance or complaint was lodged at may not be nominated to be part of the panel. In the course of panel deliberations at Stage 3, the Director of Academic Affairs, and any staff designated to be involved in the ongoing investigation, has the discretion to:</p> <ul style="list-style-type: none"> • Consult with relevant academic and administrative staff, as well as students of AIM, on matters pertaining to the case, and/or

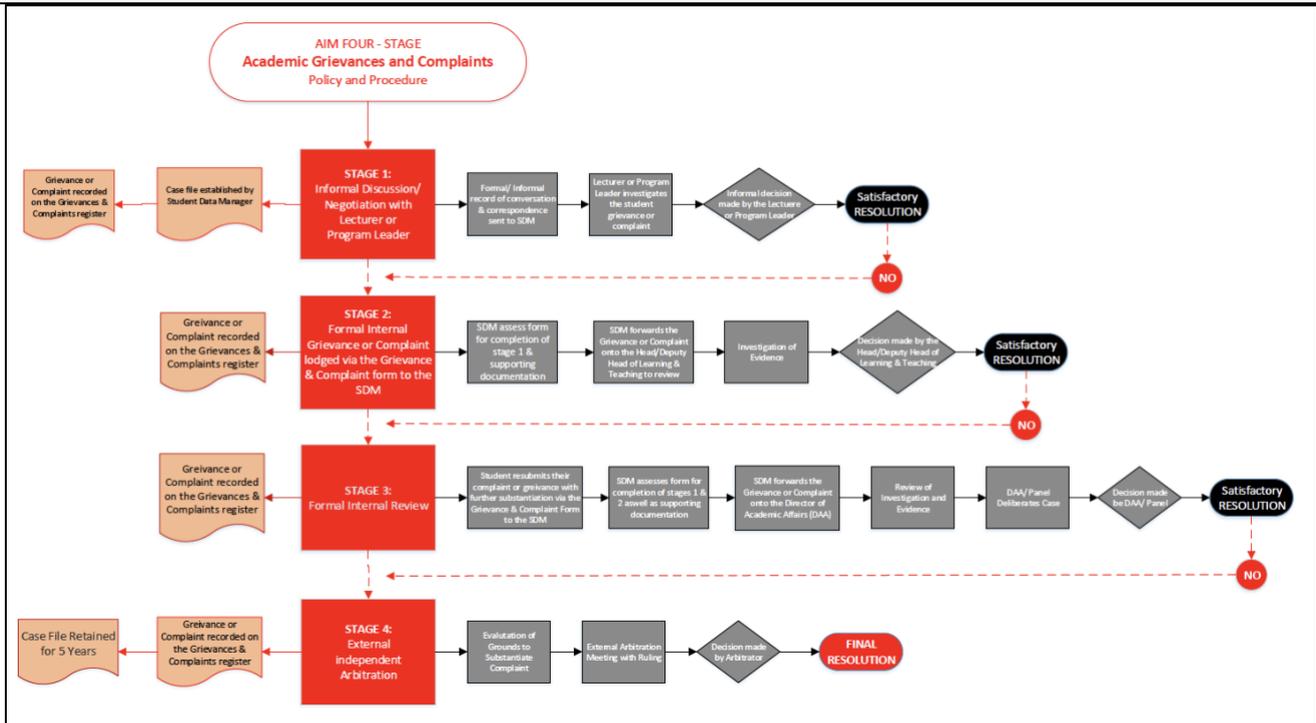
ACADEMIC GRIEVANCES AND COMPLAINTS POLICY AND PROCEDURE

	<ul style="list-style-type: none"> • Request the student and the initial staff member involved or Registrar to meet with the panel in person or via teleconference to discuss the case and ask or answer any questions from the panel. <p>The student will be advised of the outcome of the Director of Academic Affairs or panel recommendations, in writing via email or letter, within 20 working days of receipt of the student’s written Stage 3 grievance or complaint. This response will make clear whether, as a result of the findings from the third stage investigation, it has been decided to either:</p> <ul style="list-style-type: none"> • Uphold the Head/Deputy Head of Learning and Teaching decision, or • Vary the Head/Deputy Head of Learning and Teaching decision, stating the changes in detail, or • Set the Head/Deputy Head of Learning and Teaching decision aside in favour of a new decision, giving details of the final AIM decision with a link to AIM’s Academic Grievances and Complaints Policy and Procedure. <p>If the student is satisfied with the response at this stage, no further action is required. If the student continues to be dissatisfied with the Director of Academic Affairs response or outcome of the panel decision, or the time taken to resolve the matter internally at Stages 1 - 3, then final recourse is for the student to proceed to Stage 4, understanding that external independent arbitration may involve costs and the final decision is binding on both parties.</p>
<p>STAGE 4. External Independent Arbitration</p>	<p>A higher education student who does not accept the outcome of the internal grievance and complaint process can elect to seek resolution via external independent arbitration to receive a final ruling. It should be noted that costs may be incurred in obtaining an external hearing of a grievance or complaint that must be borne equally 50% by the complainant and 50% by the Institute.</p> <p>Before the student seeks external resolution, they must first exhaust Stages 1 – 3 above, then complete the Grievance and Complaint Form acknowledging they will be accessing Stage 4 of the process.</p> <p>STAGE 4 Process for Domestic Students</p> <p>If not satisfied with the Stage 3 decision, either the domestic student or the Institute may request that the matter be dealt with through an external independent dispute resolution process. A service for this purpose is provided through the Student Mediation Scheme by the Resolution Institute to review the case as follows:</p> <ul style="list-style-type: none"> • The complainant and/or the Institute makes written application to the external independent arbitrator detailing the grievance or complaint, explaining the outcome of the internal process applied up to this point in time. • The Stage 3 decision will then be reconsidered in light of all relevant legislation, regulations, procedural guidelines and sector precedents to, <ul style="list-style-type: none"> ○ Prioritise and critically evaluate the summary evidence ○ Clarify the grounds for external arbitration, and ○ Determine any associated costs to be paid in advance • If valid grounds for the grievance or complaint are found, the parties to the dispute may be required to attend a meeting called by the reviewer to hear a considered opinion, discuss the implications and reconcile their differences • Neither party will be privileged over the other, nor will either party be discriminated against, victimised or in any way compromised as a result of the meeting • Each party may elect to be accompanied and assisted by a support person, not including a legal representative

ACADEMIC GRIEVANCES AND COMPLAINTS POLICY AND PROCEDURE

	<ul style="list-style-type: none"> • The external independent arbitrator must then consider the grievance or complaint in light of all obligations relating to the evidence and/or the meeting outcome to: <ul style="list-style-type: none"> ○ Make a determination, with or without recommendations ○ Notify the complainant, the SDM of the Institute and the arbitrator concurrently ○ Provide a decision in writing within 30 days giving reasons and a rationale for any decisions and/or actions recommended to be taken to end the dispute. <p>STAGE 4 Process for International Students</p> <p>If not satisfied with the decision in Stage 3, the international student or Institute may request that the matter be dealt with through an external dispute resolution process via the Overseas Students Ombudsman. The Overseas Students Ombudsman offers a free and independent service for overseas students who have an academic grievance or complaint against a provider or want to lodge an external appeal about a decision made by the Institute. The Overseas Students Ombudsman will schedule and investigate disputed matters raised with them following their own external protocols at no cost to the student or the institute.</p> <p>EXTERNAL CONTACT DETAILS</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%; vertical-align: top;"> <p>Domestic Students</p> <p>Student Mediation Scheme Resolution Institute Level 2, 13-15 Bridge Street, SYDNEY NSW 2000 02 9251 3366 https://www.resolution.institute/member-ship-information/student-mediation-scheme</p> </td> <td style="width: 50%; vertical-align: top;"> <p>International Students</p> <p>Overseas Students Ombudsman (OSO) GPO Box 442 CANBERRA ACT 2601 AUSTRALIA 1300 362 072 www.oso.gov.au</p> </td> </tr> </table>	<p>Domestic Students</p> <p>Student Mediation Scheme Resolution Institute Level 2, 13-15 Bridge Street, SYDNEY NSW 2000 02 9251 3366 https://www.resolution.institute/member-ship-information/student-mediation-scheme</p>	<p>International Students</p> <p>Overseas Students Ombudsman (OSO) GPO Box 442 CANBERRA ACT 2601 AUSTRALIA 1300 362 072 www.oso.gov.au</p>
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<p>Conclusion: Stages 1 – 4 Resolution Process.</p>	<p>If the internal or external grievances or complaints resolution process at any stage results in a decision that supports the student, the Institute will immediately implement that decision with any recommended corrective or preventative action and advise the student of the outcome and the implications for further studies.</p> <p>At all stages of the grievances and complaints resolution process, reasons and a full explanation will be given in writing for decisions and actions taken. Records of all grievances and complaints, applications for review of decisions and outcomes of external independent arbitration will be kept for a period of five (5) years. These records will be noted on the <i>Grievance and Complaints Register</i> against actions and outcomes and cross referenced to the student file, kept strictly confidential and stored securely by the Student Data Manager, with supervised access by the parties to the grievances or complaints to view these records, permitted and granted upon written request.</p>		
<p>3. Flowchart – Showing process and decision points</p>			

ACADEMIC GRIEVANCES AND COMPLAINTS POLICY AND PROCEDURE



4. Accountabilities	
Responsible Officer	Director of Academic Affairs: Has overall responsibility for this policy
Contact Officer	<p>Director of Academic Affairs: Is responsible for directing academic operations on each Campus and reviewing Stage 3 (Formal Internal Review) of the grievance and complaint resolution process, responding to the student within 10 working days</p> <p>Head/Deputy Head of Learning and Teaching: is responsible for reviewing Stage 2 (Formal Internal Grievance or Complaint), of the grievance and complaint resolution process, responding to the student within 10 working days</p> <p>Lecturer and other staff member/s: Are to follow the procedures outlined if informally involved in a Stage 1 (Informal Discussion/Negotiation) of the grievance or subsequent complaints resolution process, (referring the matter to the Program Leader in cases of real or perceived conflict of interest), responding to the student within 10 working days</p> <p>Program Leader: Will supervise all lecturers and other staff involved in delivering a specific program and will conduct Stage 1 grievance discussions in place of the lecturer in cases of real or perceived conflict of interest.</p> <p>Student Data Manager: responsible for monitoring each stage of the dispute resolution process; responsible for assessing all submissions for completeness before forwarding to the relevant reviewer (Head/Deputy Head of Learning and Teaching/Director of Academic Affairs); informing the student and staff member/s concerned of interim outcomes and final decisions; responsible for ensuring the confidentiality, secure storage, authority and supervision of access to all case files; responsible for logging and managing the <i>Grievances and Complaints Register</i></p>

5. Supporting Information	
Legislative Compliance	<p>This Policy & Procedure supports AIM's compliance with the following legislation:</p> <ul style="list-style-type: none"> • Australian Qualifications Framework (AQF) • Education Services for Overseas Students (ESOS) Act 2000 • Education Services for Overseas Students (ESOS) Regulations 2001

ACADEMIC GRIEVANCES AND COMPLAINTS POLICY AND PROCEDURE

	<ul style="list-style-type: none"> • Higher Education Standards Framework (HESF) 2015 • Higher Education Support Act (HESA) 2003 • National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 (The National Code) • Tertiary Education Quality and Standards Agency (TEQSA) Act 2011
Supporting Documents	<ul style="list-style-type: none"> • Grievance and Complaint From • <i>Grievances and Complaints Register</i>
Related Documents	<ul style="list-style-type: none"> • Assessment Appeals Application • Assessment Appeals Policy and Procedure • Non-Academic Grievances and Complaints Policy and Procedure • Student Code of Conduct
Superseded Documents	Nil
File Location	SharePoint/Quality/Policy and Procedures
6. Definitions and Acronyms	
AIM referred to as the 'Institute'	The Australian Institute of Music Limited ABN: 89 003 261 112; PRV: 12050; CRICOS 00665C.
Academic	Learning, teaching, assessment and research related matters including (but not limited to) eligibility for entry to a program of study, course design and delivery, student participation and attainment, attrition, retention, progression, completion, grade distribution, curriculum content and awards in a course of study.
Academic Appeal	Refers to appeals (with grounds) against decisions relating to course assessment process (assessment marks), student progress (academic progression, suspension or exclusion), enrolment (return to study), or academic integrity and misconduct (cheating, plagiarism, breaching copyright).
Complaint	Refers to a declared dispute, formal accusation or documented expression of dissatisfaction with a decision, action, process or omission, which the complainant considers likely to be unjust, wrongful or discriminatory, to which within the control of the Institute and for which the Institute is asked to officially respond - in this case regarding academic matters. Informal questions of concern requiring explanation and/or moderation are referred to as grievances (refer to Grievance below).
Complainant	Person making a complaint.
Conflict of Interest	Situation where the grievance or complaint directly concerns the person nominated to deal with the matter, in which case the matter must be referred to that person's immediate supervisor. For example, grievances or complaints involving lecturers should be referred to the relevant Program Leader.
Discrimination	A discriminatory action is one which results in less favourable treatment of, or adverse action against, an individual or a group in comparison with another individual or group in the same or similar circumstances.
Duty of Care	Is an obligation under law for the Institute to take all reasonable precautions to safeguard individual and collective rights and academic prerogatives, giving priority to maintaining a professional and constructive learning and teaching environment for the majority of students and staff. Particular obligations and responsibilities apply to students under the age of 18 years. It should be noted that any abusive, disruptive, threatening or potentially threatening dispute, grievance or complaint that is of a serious nature (such as coercive, intimidating, aggressive, violent or unlawful behaviour) the

ACADEMIC GRIEVANCES AND COMPLAINTS POLICY AND PROCEDURE

	Institute will take formal action to intercede and temporarily exclude the perpetrator in order to protect the interests of others in its care.
Grievance	Informal raising of an issue or expression of concern that questions an assumption, directive, act or decision, which the grievant considers may be inaccurate, arbitrary, inappropriate, unfair or misleading and which is within the discretion of the Institute to reconsider and amend. A grievance can have a similar (if less formal or acute) meaning to that of a complaint, in this case regarding academic matters (refer to complaint above).
Grievant	The person making a grievance.
Harassment	Any action that is uninvited or unwelcome that interfered with an individual's right to work in a non-threatening environment.
Lecturer	The person teaching a particular unit of study.
Mediation	A process in which the parties to a grievance or complaint, (with the assistance of a mediator), identify the disputed issues, develop options, consider alternatives and endeavour to reach an outcome
Mediator	An independent person (that hasn't been involved with either the grievant/ complainant) who attempts to assist people involved in a dispute reach an outcome
Natural Justice	Right to a fair hearing (prior notice of hearing, opportunity to be heard, conduct of the hearing, right to independent external advisor, the decision and reasons for it)
Program Leader	The person responsible for specific program delivery, who oversees course management and supervises lecturers and other staff teaching or working on units of study in that program.
Prospective Student	Any person seeking to enrol in the Institute.
Respondent	The person or entity against whom a grievance is brought.
Staff	Any person currently employed by the Institute.
Student	Any person currently enrolled by the Institute, noting that grievances or complaints from former students must be made within 30 days of their enrolment with the Institute ceased.

ACADEMIC GRIEVANCES AND COMPLAINTS POLICY AND PROCEDURE

7. Revision History				
Version	Date Approved by (Executive) Leadership Group	Date Approval Academic Board	Date Approved by Board of Directors	Sections modified
1.4		21/07/2017		New Policy
1.5	DAA (Interim approval granted) 24/01/2018	01/03/2018	15/03/2018	Minor edits, including updating External Independent Arbitrator information; updated to new format
1.6	CEO (Interim approval granted) 13/03/2018	07/06/2018	21/06/2018	Update to External Independent Arbitrator information
2.0	02/11/2018	06/12/2018	13/12/2018	<ul style="list-style-type: none"> • Students to engage in Stage 1 before progressing to Stage 2 • All conversations/interactions to be recorded in writing with a copy going to the students. • Student to clarify the outcome they are seeking • SDM to assess submissions for completeness before forwarding to relevant person to be reviewed/approved • Stage 2 to be reviewed by the HoLT/DHoLT • Stage 3 to be reviewed by the DAA • Student to inform AIM if accessing Stage 4 • Mediation can occur during any Stage • Support person can be present during any Stage • Include definitions for 'mediation' and 'mediator' • Updated responsibilities