

NON-ACADEMIC GRIEVANCES AND COMPLAINTS POLICY AND PROCEDURE

Code	PL_OP_02				
Title	Non-Academic Grievances and Complaints Policy and Procedure				
Version	Date Approved by Executive Leadership Group	Date Approved by Academic Board	Date Approved by Board of Directors	Effective date	Next review
1.2	CEO (Interim approval granted) 13 March 2018	N/A	21/06/2018	13 March 2018	March 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 general and 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 non-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 non-academic grievances and complaints in order to restore positive environment 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	<p>The purpose of this policy and procedure is to ensure that:</p> <ul style="list-style-type: none"> • The Institute treats all non-academic grievances and complaints seriously • Non-academic grievance and complaint handling procedures are fair and equitable, appropriately confidential, consistently managed and properly documented • Principles of natural justice and best practice are followed to achieve educationally constructive and operationally fair and reasonable outcomes • Most disputes can 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 				

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	<ul style="list-style-type: none"> 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 non-academic matters (but not limited to): harassment, vilification, discrimination, financial matters, fines and payments, application procedures, exclusion from events and facilities.</p> <p>The scope of this policy and procedure presupposes mutual compliance by the applicant, the Institute students and staff with the AIM Code of Conduct 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 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 full time, part time, casual and contract 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"> Academic grievances and complaints Applications for consideration of extenuating circumstances, deferral or withdrawal without penalty Assessment appeals Attendance requirements 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>
2. Procedures	
Implementation	<p>A four-stage process is available to resolve non-academic grievances and complaints. In the first instance, informal non-academic grievances or complaints raised by students may be directed to the person involved for discussion, who must keep a record of the matter and any mutually agreed outcomes of conversation or negotiations.</p> <p>Formal internal non-academic grievances or complaints received in writing from students are administered by the Registrar in accordance with the process outlined below. This will involve referral, investigation and monitoring of outcomes in association with the relevant department</p> <p>Prospective Students</p> <ul style="list-style-type: none"> Sales and Admissions Coordinator <p>Current Students</p> <ul style="list-style-type: none"> Campus Manager <p>A case file will be established to include full documentation of student allegations, evaluation of evidence provided and procedural reviews. Agreed outcomes approved</p>

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	<p>by the Director Operations, in conjunction with either a panel or relevant Executive Leadership Group member will be recorded on the student file.</p> <p>If the dispute cannot be resolved internally, the matter will be referred to external independent arbitration for a final decision that is binding on both parties.</p>
<p>Contextual Considerations</p>	<p>A non-academic grievance or complaint may be made against any of AIM’s decisions, actions or processes. Students can submit grievances or complaints against conduct or decisions that may include concerns over such matters as, but are not limited to, dissatisfaction with:</p> <ul style="list-style-type: none"> • harassment, • vilification, • discrimination, • financial matters, • fines and payments, • application procedures, including education agents • exclusion from events and facilities • management of personal information • health and safety management <p>In seeking to resolve a dispute, students and staff should normally first exhaust the following dispute resolution mechanisms. A student who is dissatisfied with a decision, action or process at AIM has the right to have the matter or decision reviewed and to contest the final decision.</p> <p>Non-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.</p>
<p>Natural Justice</p>	<p>Disputes arising in relation to non-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 The Institute will ensure all grievance and complaint processes are handled in a sensitive and confidential manner; and all parties will refrain from inappropriately discussing details of the disputed matters with friends or colleagues whilst the grievance or complaint is under consideration.</p> <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 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 a non-academic grievance or complaint hearing until the matter has been decided.</p>

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	<p>For international students, whose enrolment 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 grievance or complaint 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, the Institute is obliged to notify the relevant Australian Government department through PRISMS of the change in enrolment status. 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 Immigration and Border Protection (DIBP) a new Confirmation of Enrolment (CoE), or provide the DIBP with evidence that he or she has accessed an external appeals process.</p> <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> <ul style="list-style-type: none"> • 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 • 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 student and staff. In which case, due consideration of suitable guidance and alternate support will be given to avoid any potential disadvantage to the student (whether a domestic, international - see National Code 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>Related Records</p> <ul style="list-style-type: none"> • A staff member in receipt of documentation in stage 2, 3 or 4 of the Non-Academic Grievance and Complaint procedure, as described below, including emails, letters and supporting materials, is responsible for prompt forwarding of the documentation, in an organised, clear and confidential manner, to the Registrar • 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 Registrar 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
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	<p>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> <p>Resolution 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 staff is normally the most effective way to resolve non- 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 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 (domestic student) and pay costs at that stage ○ International students incur no charges for the Australian Government’s Overseas Students Ombudsman service ○ If the external arbiter finds in favour of the student, upon application and with receipts provided, the Institute may reimburse the (domestic) 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 a non- academic grievance or complaint at AIM. Matters may be settled 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> <p>Stage 1. Informal Discussion/Negotiation, which is normally a conversation between the student and staff member, and/or the supervisor of the staff member involved.</p> <p>Stage 2. Formal Internal Grievance or Complaint involves a written statement supported by evidence that is sent to the Registrar, who will review all the issues, liaise with the relevant Division Manager to make a considered decision.</p> <p>Stage 3. Formal Internal Referral to the Director of Operations passes deliberations on unresolved grievances and complaints to the Director of Operations, who may seek Executive input and/or establish a panel to reconsider the case in full and recommend a final decision on behalf of the Institute.</p> <p>Stage 4. External Independent Arbitration where the ultimate determination of unresolved non-academic disputes is escalated to an appropriately authorised independent person or body that may be:</p>

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	<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 judgement and/or due process. If this is impractical, reasonable cause must be justified in communication with the Registrar. 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</p>	<p>Normally within 10 working days of the occurrence of the non-academic grievance or complaint the student should liaise with either the staff member most directly concerned and/or their immediate supervisor to discuss/negotiate details of the non-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 non-academic grievance or complaint and, where applicable, provide evidence to support any claims.</p> <p>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 in cases of real or perceived conflict of interest for the staff member • 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 • Make diary notes as ‘aides memoir’ or keep and share dates and minutes of all informal meetings, conversations and correspondence with the student relating to a disputed matter, irrespective of the time, location, means or circumstances under which pertinent interactions may have occurred. <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 staff, as well as students of AIM as part of these investigations, to 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 Non-Academic Grievances and Complaints Policy and Procedure.</p>

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	<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 of the non-academic grievance or complaint via the <i>Non-Academic Grievances and Complaints form</i> available on the AIM Website and Sharepoint and the subsequent recording of proceedings.</p>
<p>STAGE 2. Formal Internal Grievance or Complaint lodged with the Registrar</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 grievance or complaint to the Registrar via the <i>Non-Academic Grievances and Complaints form</i> available on the AIM Website and Sharepoint. The Registrar will review the student's concerns and may seek advice from the relevant Division Manager.</p> <p>As this will be the first formal step in the grievance or complaint resolution process, the student must clearly explain the basis for the submission of a grievance or complaint and should:</p> <ul style="list-style-type: none"> • Explain the circumstances and grounds for his or her grievance or complaint • Indicate whether or not he or she has pursued Stage 1 of this procedure, and if not briefly make clear the reasons for not doing so • Provide the date of the initial decision (if applicable) • Justify why a reconsideration is being requested (if applicable) • Attach copies of any written communication between the student and the staff member that took place at Stage 1 (if applicable; and • Attach evidence that supports his or her grounds for grievance or complaint, where available (which may include new evidence). <p>The Registrar will investigate the grievance or complaint with procedural fairness by reviewing the student record and consulting with the relevant Division Manager. The Registrar may also delegate verification of evidence to a member of the Student Services staff with no prior involvement in the case to assist with the investigative process.</p> <p>The written grievance or complaint must be dealt with within a reasonable time, normally within twenty (20) working days of receipt of the student's lodged 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 the Registrar's investigation 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 Non-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. Internal Referral to Director of Operations and/or Panel</p>	<p>A student may formally refute a decision taken at Stage 2, normally within 20 working days of their receipt of the written response from the Registrar regarding the outcome of the review of their grievance or complaint.</p>

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	<p>To proceed with the grievance or complaint, the student must resubmit his or her complaint or grievance via the <i>Non-Academic Grievances and Complaints form</i> available on the AIM Website and Sharepoint, with further substantiation in writing to the Director of Operations that:</p> <ul style="list-style-type: none"> • Clearly outlines the nature and further grounds in support of his or her grievance or complaint • Indicate whether or not he or she has pursued Stage 1 and/or Stage 2 of this procedure, and if not briefly explain the reasons for not doing so • Provide the dates of the Stage 1 and 2 decisions (if applicable) • Justify why a reconsideration is being requested (if applicable) • Attach copies of any written communication between the student and the staff member that took place at Stage 1 and/or the student and the Registrar at Stage 2 (if applicable), 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 Operations 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 case to ensure procedural fairness. The Director of Operations may also seek input from the Executive Leadership Group (ELG) 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 non-academic grievance or complaint.</p> <p>In addition to the Director of Operations, the panel may include an Executive Leadership Group Member. If a formal grievance or complaint was lodged at Stage 2, about an ELG member, they may not be nominated to be part of the panel. In the course of panel deliberations at Stage 3, the Director of Operations, 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 staff, as well as students of AIM, on matters pertaining to the case, and/or • Request the student, 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 Operations or panel recommendations, in writing via email, 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 Registrar's decision, or • Vary the Registrar's decision, stating the changes in detail, or • Set the Registrar's decision aside in favour of a new decision, giving details of the final AIM decision with a link to AIM's Non-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 Operations 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>
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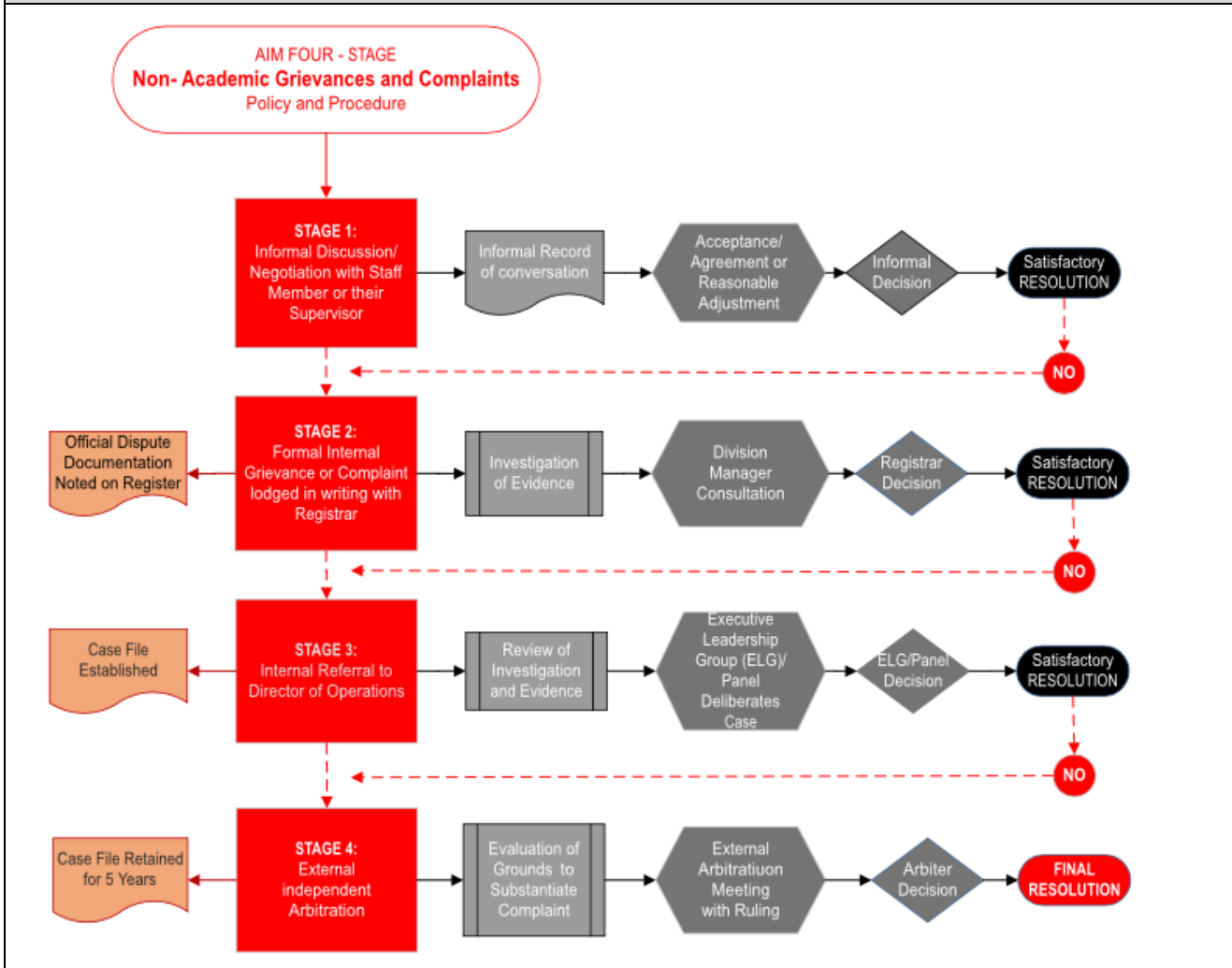
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<p>STAGE 4. External Independent Arbitration</p>	<p>A higher education student who does not accept the outcome of the internal grievance and complaint process can elect to seek resolution via external independent arbitration to receive a final ruling. It should be noted for domestic students 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>STAGE 4 Process for Domestic Students 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 • 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 ○ To be notified to the complainant, the Registrar of the Institute and the arbitrator concurrently ○ 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 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 a 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 provider.</p> <p>EXTERNAL CONTACT DETAILS</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%; vertical-align: top;"> <p>Domestic Students Student Mediation Scheme Resolution Institute Level 2, 13-15 Bridge Street,</p> </td> <td style="width: 50%; vertical-align: top;"> <p>International Students Overseas Students Ombudsman (OSO) GPO Box 442 CANBERRA ACT 2601 AUSTRALIA</p> </td> </tr> </table>	<p>Domestic Students Student Mediation Scheme Resolution Institute Level 2, 13-15 Bridge Street,</p>	<p>International Students Overseas Students Ombudsman (OSO) GPO Box 442 CANBERRA ACT 2601 AUSTRALIA</p>
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	SYDNEY NSW 2000 02 9251 3366 https://www.resolution.institute/member-ship-information/student-mediation-scheme	1300 362 072 www.oso.gov.au
CONCLUSION: Stages 1 – 4 Resolution Process.	<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 cross referenced to the student file, kept strictly confidential and stored securely by the Registrar, with supervised access by the parties to the grievances or complaints to view these records, permitted and granted upon written request.</p>	

3. Flowchart – Showing process and decision points



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4. Accountabilities	
Responsible Officer	<p>Director of Operations: Has overall responsibility for this policy</p> <p>Registrar: Is responsible for ensuring due process in the administration of this procedure, including consulting and taking decisions at Stage 2, overseeing Stage 3 and facilitating Stage 4; along with ensuring the confidentiality, secure storage, authority and supervision of access to all case files.</p>
Contact Officer	<p>Director of Operations: will manage the process and review evidence as required</p> <p>Division Manager: Will coordinate staff input, as required.</p> <p>Staff Member/s: Are to follow the procedures outlined if informally involved in a Stage 1 grievances or subsequent complaints resolution process, referring the matter to their Manager in cases of real or perceived conflict of interest.</p> <p>Student Services Staff: Are required to follow the procedures outlined when an informal grievance is escalated to a formal complaint. They are responsible for monitoring each stage of the dispute resolution process and informing the student and staff member/s concerned of interim outcomes and final decisions; whilst keeping accurate records of the process, updating student files and maintaining the Institute's Grievances and Complaints Register.</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"> • Education Services for Overseas Students (ESOS) Act 2000 and Regulations 2001 • 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 • Higher Education Standards Framework (HESF) 2015 • National Vocational Education and Training Regulator Act 2011 • Australian Qualifications Framework (AQF) • Other associated common law Commonwealth and State legislation.
Supporting Documents	<i>Non-Academic Grievances and Complaints From Grievances and Complaints Register</i>
Related Documents	Academic Grievances and Complaints Policy and Procedure
Superseded Documents	Student Appeals/Grievances and Complaints
File Location	SharePoint/Quality/Policy and Procedures/Academic Affairs
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.
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 non-academic matters. Informal questions of concern requiring explanation and/or moderation are referred to as grievances (refer to Grievance below).

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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.
Domestic student	A student who is an Australian citizen, a New Zealand citizen, or a holder of an Australian permanent visa (holders of all categories of permanent resident visas including Humanitarian Visas).
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 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 non-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.
International student	A student who is not a domestic student, and who may hold a student visa and is protected by the ESOS legislative framework.
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)
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.

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7. Revision History				
Version	Date Approved by Executive Leadership Group	Date Approval Academic Board	Date Approved by Board of Directors	Sections modified
1.1		N/A	14/12/2017	New Policy
1.2	CEO (Interim approval granted) 13 March 2018	N/A	21/06/2018	Minor edits, including updating External Independent Arbitrator information; updated to new format