

## IOTA Grievance Policy

Authorised by: Board of Directors	Date authorised: 21-Oct-06
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Review due date:	
Related documents:	
Implementation and review:	Vice President - Academic
Superseded documents	18-Jan-07

### 1. Overview

IOTA is concerned to maintain the highest levels of student confidence in the quality and integrity of its awards and academic and administrative practices. These procedures are intended to be easy and simple to access for students while maintaining equity and fairness.

There are two separate grievance procedures: one for specifically academic-related issues such as admissions and student assessment; and a second for more general issues of institutional procedure and practice, such as finance or resources.

### 2. Scope

This policy applies all students of IOTA, unless the application of a revision of the policy would disadvantage the student, in which case the student may proceed under the policy in force at the time at which the student first enrolled. The procedures set out in section 5.2 are also available to applicants for enrolment in an IOTA program.

### 3. Definitions

Term	Definition
Unit co-ordinator	Person responsible for learning facilitation for any particular unit
Complainant	Person making a grievance complaint
Facilitator	Person responsible for optional learning tutorial support at a Learning Support Centre
Grievance advisory panel	A panel established under this policy and comprised of the external members of the Academic Board
IOTA	the Institute of Technology Australia Pty Ltd
Respondent	Person (if any) about whom a grievance complaint is made

### 4. Policy Principles

If a student considers that an error has been made or an injustice exists in relation to an academic matter, the student should have the opportunity and means to bring the error or injustice to the attention of the relevant academic staff, and ensure correction of the error or addressing of the injustice, by making a grievance complaint.

If a student considers that an error has been made or an injustice exists in relation to an administrative matter, the student should have the opportunity and means to bring the error or injustice to the attention of the relevant administrative staff, and ensure correction of the error or addressing of the injustice, by making a grievance complaint.

In both cases, IOTA will take steps to –

- process each grievance in a timely manner
- train its staff in the application of these procedures
- ensure that students making a grievance complaint under this policy are not victimised or discriminated against.

## **5. Grievance procedures**

### **5.1 Grievances in relation to academic issues**

A student who considers that they have a grievance in relation to an academic issue should take action as shown in table 1.

### **5.2 Grievances in relation to administrative issues**

A student who considers that they have a grievance in relation to an administrative issue should take action as shown in table 2.

### **5.3 General**

IOTA will -

- give the reasons and a full explanation in writing for the decisions and the actions it takes as part of these procedures, if requested by the complainant or the respondent or both
- keep appropriate records of all grievances for at least five years, and allow parties to a grievance complaint appropriate access to the relevant records
- ensure that such records are treated as confidential.

## **6. Responsibilities**

The following IOTA personnel are responsible for the maintenance and application for this policy:

President  
Vice President - Operations  
Student Administration Officer  
Program Directors  
Vice President - Academic

## **7. Communication**

This policy and procedures document will be communicated to –

- all staff members of IOTA and the Learning Support Centre by electronic means
- students of IOTA through the student intranet.

**Table 1: Actions to be taken on a grievance in relation to academic issues**

<b>Step</b>	<b>Action to be taken</b>	<b>Result or output</b>	<b>Records to be kept</b>
1	The student discusses the grievance in detail with the unit co-ordinator if studying on-line or the facilitator of the unit concerned if studying at a Learning Support Centre, within 14 days of receipt of assessment results.	Report on consideration of the grievance, and oral or written advice to student on action to be taken. Time limit: 5 working days.	File note by unit co-ordinator or facilitator
If the student is not satisfied with the outcome of step 1, then -			
2	The student writes to the Vice President - Academic within 5 working days of the notification of the outcome of Step 1, including all relevant material and setting out why the outcome of step 1 is unsatisfactory.	Written report by Program Director on consideration of the grievance, and written advice to student on action to be taken, if any. Time limit: 5 working days	All relevant material Report to Vice President - Academic by Program Director Report to student
If the student is not satisfied with the outcome of step 2, then -			
3	The student writes to the Vice President - Academic within 5 working days of the notification of the outcome of step 2 setting out why the outcome of that step is unsatisfactory and asking for the matter to be referred to the Grievance Advisory Panel.	Written report by Vice President - Academic on consideration of the grievance, and written advice to student on action to be taken, if any. Time limit: 5 working days	All relevant material Report to Academic Board by Vice President - Academic Report to student
If the student is not satisfied with the outcome of step 3, then -			
4	The student writes to the Vice President - Academic within 5 working days of the notification of the outcome of step 3 setting out why the outcome is unsatisfactory and asking for the matter to be referred to the Grievance Advisory Panel. The Grievance Advisory Panel considers the grievance and makes a decision on it. The Grievance Advisory Panel's decision is final.	Decision of the Grievance Advisory Panel, report to the Board of Directors and written advice to student on action to be taken	All relevant material Report to the Board of Directors Advice to student

**Table 2: Actions to be taken on a grievance in relation to administrative issues**

<b>Step</b>	<b>Action to be taken</b>	<b>Result or outcome</b>	<b>Records to be kept</b>
1	The student discusses the grievance in detail with the Student Administration Officer by e-mail if studying on-line or in person with the Administrative Co-ordinator if studying at a Learning Support Centre.	Report on consideration of the grievance, and oral or written advice to student on action to be taken. Time limit: 5 working days	File note by Student Administration Officer or Administrative Co-ordinator
If the student is not satisfied with the outcome of step 1, then -			
2	The student writes to the Vice President - Operations within 5 working days of the notification of the outcome of Step 1, including all relevant material and setting out why the outcome of step 1 is unsatisfactory.	Written report by Vice President - Operations on consideration of the grievance, and written advice to student on action to be taken. Time limit: 5 working days	All relevant material File report by Vice President - Operations
If the student is not satisfied with the outcome of step 2, then -			
3	The student writes to the President within 5 working days of the notification of the outcome of Step 2, setting out why the outcome of that step is unsatisfactory and asking for the President to consider the matter. The President considers the grievance and makes a decision on it. The President's decision is final.	Decision of the President, report to the Board of Directors and written advice to student on action to be taken. Time limit: 5 working days	All relevant material and reports Report to the Board of Directors