

GRIEVANCE POLICY

Authorised by: Academic Board	Date authorised: 4-Apr-07
Effective date:	4-Apr-07
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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Superseded documents	18-Jan-07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 to 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 of this policy:

Manager
Student Administration Officer
Academic Director
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

Step	Action to be taken	Result or output	Records to be kept
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 Academic Director 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 Academic Director IOTA 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 academic 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 Student Appeals and Conduct Board.	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.	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
If the student is not satisfied with the outcome of step 4, then -			
5	Should a student feel that the grievance process has not been followed or resulted in a just outcome the Queensland Office of Higher Education will be appointed by IOTA to review the grievance process undertaken and the outcome of the process. The decision of the Office of Higher Education is final.	Both IOTA Academic Board and student to be advised of outcome of review and the basis for the reviewers decisions.	Office of Higher Education report

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

Step	Action to be taken	Result or outcome	Records to be kept
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 Manager 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 Manager 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 Manager
If the student is not satisfied with the outcome of step 2, then -			
3	The student writes to the Student Appeal and Conduct Board 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 Student Appeal and Conduct Board considers the grievance and makes a decision on it.	Decision of the Student Appeal and Conduct Board, 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
If the student is not satisfied with the outcome of step 3, then -			
4	Should a student feel that the grievance process has not been followed or resulted in a just outcome the Queensland Office of Higher Education will be appointed by IOTA to review the grievance process undertaken and the outcome of the process. The decision of the Office of Higher Education is final.	Both IOTA Academic Board and student to be advised of outcome of review and the basis for the reviewers decisions.	Office of Higher Education report