

Academic and Non-Academic Grievances Policy and Procedure

Jigsaw Training Group is dedicated to providing a high standard of service. Should a student have a complaint or wish to appeal an assessment result, they are encouraged to do so by using the following process:

ACADEMIC GRIEVANCE POLICY & PROCEDURE

Definitions

For the purposes of this document the following applies:

Student/s refers to all persons enrolled in a VET unit of study that meets the course requirements

Complainant/s refers to Students (as defined above) who have lodged an academic complaint with **Jigsaw Training Group**.

Overview

Jigsaw Training Group is committed to providing an effective, efficient, timely, fair and confidential academic grievance handling procedure for all students.

Complainants are entitled to access this grievance procedure regardless of the location of the campus at which the grievance has arisen, the Complainant's place of residence or mode of study.

Academic matters include those matters which relate to student progress, assessment, course content or awards in a VET course of study.

Responsibility

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

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Informal Grievance Procedure

Students may contact the Student Administration Officer on 1300 943 438 for all issues. The Student Administration Officer will discuss your complaint and endeavour to settle the grievance with a positive result. If the student is not satisfied with the outcome then they are welcome to proceed to the Formal Grievance Procedure.

Formal Grievance Procedure

General principles applying to all stages of this grievance procedure which will be adhered to by **Jigsaw Training Group** are:

- The Complainant and respondent will have the opportunity to present their case at each stage of the procedure.
- The Complainant and the respondent have the option of being accompanied/assisted by a third person (such as a family member, friend or counsellor) if they so desire.
- The Complainant and the respondent will not be discriminated against or victimised.
- At all stages of the process, discussions relating to complaints, grievances and appeals will be recorded in writing. Reasons and a full explanation in writing for decisions and actions taken as part of this procedure will be provided to the Complainant and/or the respondent if requested.
- Records of all grievances will be kept for a period of five years. These records will be kept strictly confidential and stored in Office of the RTO Manager.
- A Complainant shall have access to this grievance procedure at no cost.

Stage One

Formal grievances should be submitted in writing to Student Administration Officer **Jigsaw Training Group 69 Grovely Terrace, Mitchelton, Qld 4053** or email admin@jigsaw.edu.au.

The responsible officer(s) Student Administration Officer within **Jigsaw Training Group** will then assess the grievance, determine the outcome and advise the Complainant in writing of their decision within fifteen (15) working days.

The Complainant will be advised of their right to access stage two of this procedure if they are not satisfied with the outcome of Stage One.

Stage Two

If the Complainant is not satisfied with the outcome of Stage One they may lodge an appeal in writing with Chief Executive Officer of **Jigsaw Training Group, 69 Grovely Terrace, Mitchelton, Qld 4053** or email ceo@jigsaw.edu.au.

The Complainant's appeal will be determined by Chief Executive Officer of **Jigsaw Training Group** (the Reviewer).

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The Reviewer will conduct all necessary consultations with the Complainant and other relevant persons and make a determination of the appeal. The Complainant will be advised in writing of the outcome of their appeal, including the reasons for the decision, within fifteen (15) working days.

The Complainant will be advised of their right to progress to Stage Three of the grievance procedure if they consider the matter unresolved.

Stage Three

If the Complainant is not satisfied with the outcome of Stage Two they may request that the matter be referred to an external dispute resolution process by a body appointed for this purpose by **Jigsaw Training Group**.

The details for the external body and contact person are:

The Manager
Resolution Institute
Level 2, 13-15 Bridge Street, Sydney NSW 2000
Tel: (02) 9251 3366 or 1800 651 650
Fax: (02) 9251 3733
Email: infoaus@resolution.institute
Web: www.resolution.institute
Resolution Institute Mediation Rules available on : www.jigsaw.edu.au

Costs associated with mediation are to be shared equally by the Complainant and Jigsaw Training Group.

If the Complainant remains unsatisfied with the outcome of the mediation, then they may contact the Australian Skills Quality Authority (ASQA). For contact details and information please see: <http://www.asqa.gov.au/complaints/making-a-complaint.html>.

Publication

This *Academic and Non-Academic Grievance Policy and Procedure* will be made available to Students enrolled with The Beauty House Group through publication on the website www.jigsaw.edu.au.

Jigsaw Training Group will give due consideration to any recommendations arising from the external review within seven (7) days of receiving said recommendations.

This *Academic Grievance Policy and Procedure* was agreed to and ratified by (Jigsaw Training Group) on 1 November 2012.

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