



STUDENT GRIEVANCE HANDLING POLICY AND PROCEDURE

1. Policy

Jazz Music Institute ("JMI") is committed to developing and maintaining an effective, timely, fair and equitable grievance handling system which is easily accessible and offered to complainants at no charge.

JMI aims to:

- Develop a culture that views grievances as an opportunity to improve the organisation and how it works;
- Set in place a grievance handling system that is client focussed and helps JMI to prevent grievances from recurring;
- Ensure that any grievances are resolved promptly, objectively and with sensitivity and in complete confidentiality;
- Ensure that the views of each complainant and respondent are respected and that any party to a grievance is not discriminated against nor victimised;
- Ensure that there is a consistent response to grievances.

A grievance can be defined as a student's expression of dissatisfaction with any aspect of JMI's services and activities, such as:

- the enrolment, induction/orientation process;
- the quality of education provided;
- academic matters, including student progress, assessment, curriculum and awards in a course of study;
- handling of personal information and access to personal records;
- the way someone has been treated.

This *Student Grievance Handling Policy and Procedure* is designed to ensure that JMI responds effectively to individual cases of dissatisfaction.

2. Policy coverage

This Policy and Procedure will be made available to all students (or persons seeking to enrol with JMI) regardless of the location of the campus at which the grievance has arisen, the mode in which they study or their place of residence.

3. Before an issue becomes a formal grievance

Students (or persons seeking to enrol with JMI) are encouraged, wherever possible, to resolve concerns or difficulties directly with the person(s) concerned. There are support staff available to assist students to resolve their issues at this level.

4. Procedure

This procedure can be utilised by students, or persons seeking to enrol in a course with JMI, to submit a grievance of an academic or non-academic nature. Grievances of an academic nature include matters related to student progress, assessment, curriculum and awards in a course of study. Grievances of a non-academic nature cover all other matters including grievances in relation to personal information that JMI holds in relation to the student.

During all stages of this procedure JMI will take all steps to ensure that:

- the complainant and the respondent will not be victimised or discriminated against;
- the complainant has an opportunity to formally present their case and each party to the grievance may be accompanied and assisted by a support person at any relevant meetings;
- a full explanation in writing for decisions and actions taken as part of the process will be provided if so requested by the complainant or the respondent;
- where the internal or external grievance handling or appeal process results in a decision that supports the complainant, JMI will immediately implement any decision and/or corrective and preventative action required and advise the complainant of the outcome;
- there is no cost to the complainant for utilising this grievance and appeals process.

4.1 Stage one – formal grievance:

Formal grievances must be submitted in writing to the Course Coordinator. Receipt of the grievance will be acknowledged within five working days and the grievance handling process will commence within ten days of the receipt of the formal grievance and all reasonable measures will be taken to finalise the process as soon as practicable.

The Course Coordinator, or their nominee, will then, if necessary, seek to clarify the outcome that the complainant hopes to achieve.

Such clarification may be sought by written or verbal request or by a face-to-face interview with the complainant. When such clarification occurs in a face-to-face interview the complainant or respondent may ask another person to accompany them.

The Course Coordinator, or their nominee, will then endeavour to resolve the grievance and provide a written report to the complainant on the steps taken to address the grievance, including the reasons for the decision, within ten working days. The report will further advise the complainant of their right to access the internal appeals process if they are not satisfied with the outcome of their formal grievance.

4.2 Stage two – internal appeal:

If a complainant is dissatisfied with the outcome of their formal grievance they may lodge an appeal with the CEO (who is senior to the original decision maker) within 20 days of receiving notice of the outcome of their grievance. An appropriate person or



committee will be appointed to consult with the complainant and other relevant parties within ten working days.

Where possible such consultations should take the form of face-to-face interviews. The complainant or the respondent may ask another person to accompany them to these interviews.

Following the consultation, the CEO, or their nominee, will provide a written report to the complainant advising the further steps taken to address the grievance, including the reasons for the decision, within ten working days. The report will further advise the complainant of their right to access the external appeals process if they are not satisfied with the outcome of their internal appeal.

4.3 Stage three – external appeal:

If the complainant is dissatisfied with the outcome of their appeal, they may make a written request to JMI within 20 days of receiving notice of the outcome of their appeal that they wish the matter be dealt with through independent mediation. JMI will arrange for independent mediation either through an “official visitor” or through the Dispute Resolution Branch, Department of Justice and Attorney-General. There are six Dispute Resolution Centres throughout Queensland. The Brisbane Centre is located on the 13th Floor, Central Courts Building, 170 North Quay, Brisbane 4000. Contact details are: Tel: +61 7 3239 6269; Fax: +61 7 3239 6284. Students outside Brisbane may use the Toll Free No: 1800 017 288. At present there is no fee for use of this service, but this may change.

The complainant or the respondent may ask another person to accompany them to meetings with the independent mediator.

JMI agrees to be bound by the independent mediator’s recommendations and the CEO, or their nominee, will ensure that any recommendations made are implemented within 30 days of receipt of the mediator’s report.

5. Further action

If a grievance still remains unresolved after the external appeal, complainants enrolled in a VET course of study may decide to refer the matter to the National Training Complaints Hotline on 1800 000 674.

If an overseas student is concerned about JMI’s actions they may approach the State Authority for CRICOS Registration. In Queensland this is the State Department of Education. The Director General of the Department of Education has the power to cancel an institution’s registration if a breach of the requirements of that registration is proved. Concerns about an institution’s actions should be addressed to the Senior Education Officer, Queensland Department of Education, PO Box 33, Brisbane Albert Street QLD 4002. Complaints must be made in writing.

The procedures set out in this document do not replace or modify procedures or any other responsibilities which may arise under other policies or under statute or any other law. Nothing in this policy and procedure limits the rights of individuals to take action under Australia’s Consumer Protection laws. Also, these procedures do not circumscribe an individual’s rights to pursue other legal remedies.

6. Enrolment status



Where a student chooses to access this policy and procedure, JMI will maintain the student's enrolment while the grievance handling process is ongoing.

7. Record keeping & confidentiality

A written record of all grievances handled under this procedure and their outcomes shall be maintained for a period of at least five years to allow all parties to the grievance appropriate access to these records, upon written request to the Administration Officer. These records will be maintained at 47 Brookes Street, Bowen Hills, 4006, Queensland.

All records relating to grievances will be treated as confidential and will be covered by JMI's *Privacy and Personal Information Policy*.

8. Approval, publication and training

The Policy and Procedure was approved by the Board of Directors on 8th February 2010.

This Policy and Procedure will be made available to students and prospective students through publication in the Student Handbook and on the Jazz Music Institute web site (www.jazz.qld.edu.au).

For the purposes of communicating to and training staff this Policy and Procedure will form part of the staff induction process facilitated by the CEO and the Course Coordinator and will also be included in the Staff Handbook.

9. Version control

Document: Student Grievance Handling Policy & Procedure		
Approved by: Board of Directors	Version #: 3	Date: 20 September 2011