

Non-Academic Grievance Policy and Procedures

Innovative Business Training Pty Ltd
[ABN: 79 079 686 829 ACN: 079 686 829]

Definitions

For the purposes of this document the following applies:

The Act refers to the *VET students Loans Act 2016*

Student/s refers to all persons enrolled or seeking to enrol in a course with IBT (including persons who are, or would, be entitled to VET STUDENT LOAN assistance)

Complainant/s refers to students (as defined above) who have lodged a non-academic complaint with Innovative Business Training Pty Ltd.

Overview

Innovative Business Training Pty Ltd is committed to providing an effective, efficient, timely, fair and confidential non-academic grievance handling procedure for all Students.

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

Non-academic matters include those matters which do not relate to student progress, assessment, course content or awards in a course and include complaints in relation to personal information that the provider holds in relation to the Student. Non-academic grievances tend to arise from events occurring at a provider or from decisions made by a provider.

Responsibility

The Development Manager- Training Services 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.

Informal Grievance Procedure

Innovative Business Training Pty Ltd seeks to foster communication and co-operation and to provide an environment in which all issues can be satisfactorily resolved. The preferred approach is the informal resolution of a grievance.

In the first instance a student or prospective student (complainant) should discuss the matter with the staff member or responsible person concerned. Where this is not considered appropriate then the complainant is encouraged to discuss the matter with the The Development Manager- Training Services.

If the complainant is satisfied with the outcome of the discussion, it would mean that the matter is resolved.

Records of the outcome shall be maintained by the The Development Manager- Training Services.

Formal Grievance Procedure

General principles that apply to all stages of this grievance procedure which will be adhered to by Innovative Business Training Pty Ltd are:



- The Complainant and respondent will have the opportunity to present their case at each stage of the procedure.
- The Complainant and/or 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 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 Office of the Academy Manager.
- A Complainant shall have access to this grievance procedure at no cost.

Stage One

Formal grievances should be submitted in writing to The Development Manager- Training Services. This office is currently held by Nicola Cresp

The responsible officer (The Development Manager- Training Services) within Innovative Business Training Pty Ltd will then assess the grievance, determine the outcome and advise the Complainant in writing of their decision within 10 days of the receipt of the complaint

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 the Chief Executive Officer.

The Complainant's appeal will be determined by the Chief Executive Officer (the Reviewer).

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 10 working days of the receipt of the appeal

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 Innovative Business Training Pty Ltd.

The details for the external body and contact person are:

Dispute Assessment Officer
Disputes Settlement Centre of Victoria
Level 4, 456 Lonsdale Street
Melbourne VIC 3000
Tel: 9603 8370

Innovative Business Training Pty Ltd will give due consideration to any recommendations arising from the external review within 10 working days of the receipt of the recommendations

Publication

This *Non-Academic Grievance Policy and Procedure* will be made available to Students enrolled with Innovative Business Training Pty Ltd through publication on the website (<http://www.mediation.com.au>) and in the student handbook.