

CAMPUS ACCOMODATION GRIEVANCE PROCEDURES

Resolving conflict is one of the foundational principles of our college. We value people and their development, believing that grievances need to be dealt with efficiently and effectively so that the continued growth of students and their families is protected.

This policy covers the procedures for all campus accommodation grievances. All those who are approved College Residents are entitled to access the grievance procedures set out in this policy.

The complainant and respondent will not be victimised or discriminated against in any of the three stages set out in this policy. Throughout each stage both the complainant and/or respondent have the right to be represented by a third person (such as a family member, friend, counsellor or other professional support person) if they so desire.

Preliminary Action

Before initiating the following procedures, complainants are encouraged to try to settle any grievance directly with the person(s) concerned. A complainant should raise their grievance with the respondent and seek resolution as early as possible.

The aggrieved person should go directly to the person concerned, talk to that person and seek to resolve the problem.

The formal grievance procedures for the settlement of grievances will not normally be invoked unless the complainant has attempted to settle the grievance directly with the respondent as outlined in the Preliminary Action above.

STAGE 1

Campus Accommodation Representative/ Student Council

If this fails to resolve the issue the complainant person should contact the Campus Accommodation Representative. The Campus Accommodation Representative will convene a meeting with the Student Council, the complainant and the person concerned to seek to resolve the issue.

STAGE 2

College Manager

If the above stage does not resolve the problem the complainant should communicate with the College Manager. The complainant must submit the complaint in writing to the College Manager outlining the nature and content of the complaint. The College Manager will respond to the complainant in writing, detailing the decisions and actions taken, within 14 days of receipt of the complaint.

STAGE 3

College Principal/Academic Dean

If unsatisfied with the response to the complaint or the time taken to resolve the matter, the complainant may submit the complaint in writing to the Principal of the college outlining the nature and content of the complaint. The Principal will respond to the complainant in writing, detailing the decisions and actions taken, within 14 days of receipt of the complaint.

STAGE 4

External Student Advisors

If not satisfied with a decision of the Principal, the complainant may request that the matter be dealt with through an external dispute resolution process by the external Student Advisors. The college has appointed Mr & Mrs Graeme and Estelle Michie (0400 245 994) as Student Advisors for this purpose. The contact details of the external Student Advisors are as follows: 5 Magnolia Close, Ballajura, WA, 6066, phone 0400 245 994. The complainant must submit the complaint in writing to the Student Advisors outlining the nature and content of the complaint. The Advisors will convene a panel including the Chairman of the College Board of Management, the College Principal, the Academic Dean, a Student Council representative and if requested the third part representatives of the complainant and respondent. The Advisor with the panel will seek a fair and equitable solution to the problem. The Student Advisors will respond to the complainant in writing, detailing the decisions and actions taken, within 30 days of receipt of the complaint.

Records of grievances and their outcomes will be kept strictly confidential and filed in a separate file and stored in the office of the college Principal for a period of 5 years. Parties to the complaint will be allowed supervised access to these records.

COLLEGE MANAGER & MAINTENANCE

The College Manager is responsible for all issues relating to College Accommodation and the Campus facilities. The College manager will convene a Campus Accommodation Orientation meeting in the first two weeks of the first Semester. Where campus occupants require any form of maintenance or new work to be done on site or to their unit, requests must be made to the College Manager in the first instance. The College Caretaker who is responsible to the College Manager is not to be asked to perform any duties that have not been approved first by the College Manager.

CURRENT POSITIONS:

College Manager: Mr Basie van Rooyen

Care Taker: Mr Peter De Garis

Campus Accommodation Representative: Resident Student Councillor

Principal: Mr David Smith

Chairman of the Board: Dr Garth Eichhorn