

## **PERTH BIBLE COLLEGE GRIEVANCE PROCEDURES POLICY**

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 prospective students is protected.

This policy covers the procedures for all non-academic and all academic grievances. All students of the College or those seeking to enrol in a course of study with the College are entitled to access the grievance procedures set out in this policy, regardless of the location of the campus of the College at which the grievance has arisen, the student's place of residence or the mode in which they study.

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.

Students or people seeking to enrol in any accredited course of the provider have three college stages and then an external appeal at which a complaint may be addressed.

### **Stage 1**

#### **Dean of Students**

The student should go directly to the person concerned, talk to that person and seek to resolve the problem. If this is impracticable or does not resolve the problem the complainants should communicate with the College Dean of Students. The complainant must submit the complaint in writing to the Dean of Students outlining the nature and content of the complaint. This stage is offered free of charge. The Dean of students will respond to the complainant in writing, detailing the decisions and actions taken, within 14 days of receipt of the complaint.

### **Stage 2**

#### **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 for Non Academic matters or the Academic Dean for Academic Matters, outlining the nature and content of the complaint. This stage is offered free of charge. The Principal/Academic Dean will respond to the complainant in writing, detailing the decisions and actions taken, within 14 days of receipt of the complaint.

### **Stage 3**

#### **External Student Advisors**

If not satisfied with a decision of the Principal/ Academic Dean, 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. This stage is offered free of charge. The Student Advisors will respond to the complainant in writing, detailing the decisions and actions taken, within 30 days of receipt of the complaint.

### **External appeal**

In addition to these internal procedures students can lodge grievances with the Equal Opportunity Commission, (in relation to the application of policies and procedures and administrative processes), or can request mediation Citizens Advice Bureau (Level 2, 141 St George's Terrace Perth WA 6000 +618 9216 3900)

Overseas student can contact the Government of Western Australia Department of Education Services' Conciliator (on +61 8 9441 1900 or [anne.duncan@des.wa.edu.au](mailto:anne.duncan@des.wa.edu.au)).

The College understands that the advice of these external bodies is that ordinarily students should first attempt to resolve their grievances internally using the documented procedures of the College before seeking external review.

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.

These policies are communicated to all staff through the Staff Handbook and the College Principal is responsible for the training of all staff in the application of the policy.

All Grievance Procedures are included in the Students Handbook which is available from the College office.

The procedures set out in this document do not replace or modify procedures or any other responsibilities which may arise under other higher education provider policies or under statute or any other law.