

Student Non-Academic Grievance Policy

1. PURPOSE/OBJECTIVE

NIC believes complaints should be resolved, wherever possible and appropriate, at the local level with a minimum of formal procedures. An informal process, involving discussion between a student and the Student Services Manager or nominee, will be conducted in each case to try to resolve the issue prior to a formal appeal being lodged. In cases where the informal process does not resolve the grievance, this policy provides a formal procedure for resolving the issue.

2. APPLICATION

This policy applies to all students at NIC.

3. POLICY STATEMENT

All NIC students, or persons who seek to enrol in a course of study at NIC, are entitled to access this grievance procedure.

The Policy

Students, or persons who seek to enrol in a course of study at NIC, who feel they have been unfairly dealt with in relation to a non-academic matter should write to the College Director and Principal at NIC outlining the exact reasons for concern, making a note of instances and when they occurred. Such complaints and grievances will be directed initially to the Student Services Manager or nominee.

The student, complainant and/or respondent will not be victimised or discriminated against at any stage of this procedure. The student, complainant and/or respondent may be assisted and, where appropriate accompanied, by a third party (such as a family member, friend, counsellor or other professional support person) if desired throughout each stage of the procedure:

- (a) The Student Services Manager or nominee will consider the written complaint or appeal within 5 working days of its receipt. He/she will review the decision and consider a range of options for solution of the dispute.
- (b) If the matter is not resolved in favour of the student, the complaint or appeal will be referred to the College Director and Principal or nominee within 5 working days of the SSM's decision. The College Director and Principal will also review the decision and consider a range of options for solution of the dispute.
- (c) If the matter is not resolved in favour of the student, the student will be advised in writing that the original decision stands. The student then has the option of appealing through NIC's independent grievance handling/dispute resolution process within 10 working days of the College Director and Principal's decision.

External Appeals

International Students Ombudsman

Where the complainant is unsatisfied with the outcome of a formal appeal to NIC Appeals and Complaints Committee they may seek an external appeal through the Overseas Students Ombudsman. The purpose of the external appeal process will be to consider whether the College has followed its policies and procedures. The external appeal will not make a decision in place of the College.

The Overseas Students Ombudsman can investigate complaints about action taken by private providers in connection with overseas students.

If you wish to lodge an external appeal or complain about this decision, you can contact the Overseas Students Ombudsman. The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider. See the Overseas Students Ombudsman website www.oso.gov.au or phone 1300 362 072 for more information. Appeals must be lodged with the Overseas Ombudsman within 10 working days of the date of the outcome of an appeal to the College's Appeals and Complaints Committee.

NIC will deal with reported complaints and appeals as expeditiously as the circumstances of the complaint or appeal allow. 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 and do not circumscribe a student's rights to pursue other legal remedies.

Records of all grievances and their outcomes will be kept strictly confidential for a period of 5 years and the student will be allowed supervised access to these records through the College Director and Principal. Such records will be kept in a secure section of the student's file.

This procedure has been communicated to all NIC staff, the Student Services Manager or delegate is responsible for training academic staff in the application of this procedure and the Department managers are responsible for training support staff in its application. This policy is published on <http://www.nic.nsw.edu.au/policies>. All students are made aware of the existence and location of this and all other policies and procedures at the time of orientation to NIC.

4. DEFINITIONS

N/A

5. RELATED DOCUMENTS

- National Code 2007, Standard 8.

AMENDMENT HISTORY

Department:	Student Administration	
Approval Authority:	SMT	
Approval Date:	02 July 2014	
Date for Next Review:	July 2017	
Revision Date	Version	Summary of changes
22/04/2011	1	Policy developed and implemented.
24/09/2012	2	Document updated to reflect UPD formatting.
26/10/2012	3	Content updated regarding Overseas Student Ombudsman. All references to ACPET removed.
02/07/2014	4	Reviewed Policy. No changes.
14/8/2014	5	Updated with current processes.