

Greystone Institute Student Complaints and Appeals Policy and Procedures

Purpose

Greystone Institute is committed to fostering a supportive learning environment that upholds principles of fairness and equality. The Student Complaints and Appeals Policy and Procedures outlines procedures for addressing and resolving student complaints in a timely, efficient, and equitable manner.

Background

All members of the Greystone Institute community must have unrestricted access to this policy during operational hours and via the institute's website. No individual within Greystone Institute may withhold or prevent access to this policy from anyone considering filing a complaint or implicated in a complaint.

Scope

This policy applies to all prospective and current students, and all teaching and student-facing staff at Greystone Institute.

Definitions

- *Complainant*: The individual or individuals lodging an oral or written complaint
- *Student*: An individual who was, or is currently, or plans to be enrolled at Greystone Institute
- *Respondent*: The individual against whom a complaint is informally or formally made, which may include students, staff, or departments of Greystone Institute
- *Conciliation*: A process involving disputing parties and a conciliator aiming to resolve the issue
- *Formal complaint*: A written complaint submitted according to the policy's outlined procedures.

Policy

At Greystone Institute, it is understood that current or prospective students may have complaints or seek appeals for academic and non-academic matters. A complaint expresses dissatisfaction with actions, decisions, or omissions within Greystone Institute's control that affect a student's rights, interests, or expectations. Any matter related to Greystone Institute's operations, services, decisions, or conduct of its stakeholders may be subject to a complaint.

All staff members must apply Greystone Institute's policies fairly. Both current and prospective students have the right to voice their complaints verbally or in writing. Both complainants and respondents have the right to procedural fairness, including being heard, unbiased treatment, reasonable opportunity to prepare their cases, evidence-based decisions, transparent procedures, and timely resolution.

Procedures

Informal Complaint Resolution

Students are encouraged to first approach the relevant staff member or representative to address their concern informally. Students can also seek advice from an independent individual, such as a student advisor.

Options for Formal Complaints

If an informal resolution is not reached, students can submit a formal complaint via email to Dean@greystoneinstitute.com.au, including relevant documentation. The person lodging the complaint or grievance is issued, in writing, with an acknowledgement of receipt of the grievance and advised of the timeframe for review of the grievance matter within 5 working days.

Complaint Investigation

The Dean will investigate the complaint and notify the complainant within 10 working days, potentially interviewing parties involved, holding meetings, and seeking advice. The Dean can dismiss frivolous or vexatious complaints.

Notification of Determination

The decision is recorded in a statement including the process, reasoning, agreements, and actions to be taken. The outcome is communicated to related parties and documented.

Appeal Process

Students dissatisfied with a decision may refer it to Student Administration. Appeals must be lodged within 20 working days of the initial complaint-finding letter. In lodging an appeal, the person must specify in writing the grounds for appeal and attach copies of all documents relevant to the appeal. The person lodging the appeal is expected to provide genuine reasons and any additional factual evidence in support of an appeal of a decision. The Institute will not alter a decision merely on the grounds that the person lodging the appeal disagrees with the decision.

The appeal of decision matter is then dealt with by the Appeals Committee as soon as practicably possible. The Appeal Committee will convene within 5 working days of receiving the appeal, will consider evidence and may uphold or change the decision. As part of this process, the complainant will be offered the opportunity to meet with the Appeal Committee. The decision of the committee is the final internal decision and a formal report will be prepared within five working days after the committee meeting. Where an appeal has been rejected by the Panel on the grounds of it being found to be invalid or lacking in sufficient evidence to justify further consideration, there is no further internal avenue for the appellant to appeal.

Notice of Final Decision

The Appeal Committee will provide written notice of the decision to the person lodging the appeal. It will include a statement of reasons for making the decision, as well as notifying them of their right to lodge an external appeal if they are unsatisfied with the decision.

External Appeal

If a current or prospective student is dissatisfied with the result of an appeal or has a complaint, they can reach out to the National Student Ombudsman (NSO) online on www.nso.gov.au or by phone on 1300 395 775, This service is free and independent, and aimed at investigating complaints and issues faced by any student in higher education, domestic or international.

International students can also contact the Overseas Student Ombudsman online at www.ombudsman.gov.au or by phone at 1300 362 072.

Current or prospective students and Greystone Institute must adhere to the ombudsman's decision, which is final and cannot be reviewed. During the investigation of an appeal, enrolled international students may continue attending classes as usual, unless they have a reasonable concern about an imminent risk to their health, wellbeing, or safety.

Confidentiality

All documentation relating to grievances or appeals will be kept confidential and will be disclosed only to those persons who have a right to the information by virtue of their role in the review or appeal process, or as required by law.

Complaint Withdrawal Rules

Students can withdraw complaints in writing, discontinuing the process.

Malicious or Provoking Complaints

Repeated malicious or vexatious complaints may lead to disciplinary action.

Additional Resolution Steps

Students are encouraged to follow policy procedures. They have the right to engage external organisations for resolution, notifying Greystone Institute.

Statistical Reporting

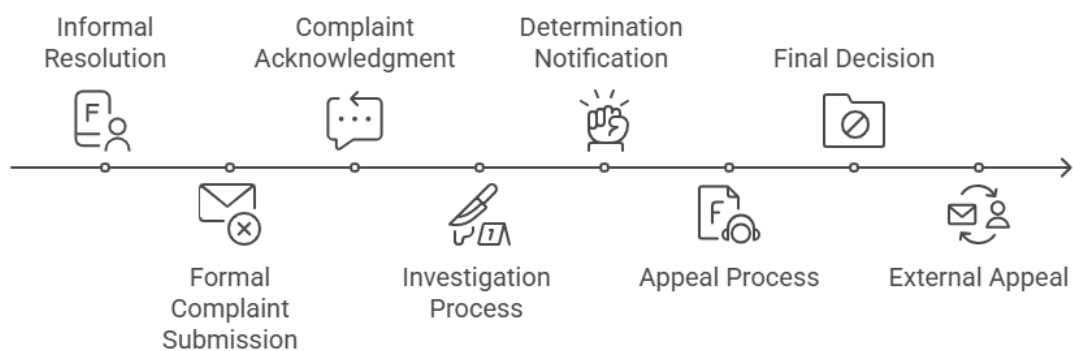
Greystone Institute provides non-identifying information about complaints and appeals in its Annual Report.

Review

This policy will undergo review every five years, or as deemed necessary.

Appendix I

Greystone Institute Complaint Resolution Process



Appendix II

Greystone Institute Student Complaint Procedure Flowchart (*below*)

