Student Grievance and Complaint Process – Academic and Non-Academic

Preamble

General principles

These principles, which will be adhered to by Sage Institute of Education, apply to all stages of this grievance and complaint process:

- The complainant and any respondent will have the opportunity to present their case at each stage of the process.
- The complainant and any respondent will 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 any respondent will not be discriminated against or victimised.
- At all stages of the process, discussion relating to grievances and complaints will be recorded in writing. Reasons and a full explanation in writing for decisions and actions taken as part of this process will be provided to the complainant and/or any respondent if requested.
- Records of all grievances and complaints will be kept for a period of five years to allow parties to the grievance or complaint appropriate access to these records. These records will be kept strictly confidential and stored electronically by Sage Institute of Education. Access to these records may be requested by writing to the Group Administration Manager at Sage Institute of Education, 600 Collins Street, Melbourne 3000.
- A complainant shall have access to the internal stages of this grievance and complaint process at no cost. Costs for an external appeal will be shared equally by Sage Institute of Education and the complainant.

Status: Updated Process

Key Stakeholders

Academic Director
Student
Group Administration Manager
Administration Team
Training Team
Careers Team

Approving Body

Executive Team
Process

Informal grievance or complaint

Sage Institute of Education encourages open communication and an environment of trust. A Sage student, who believes that they have been treated unfairly or has a complaint, is instructed to firstly speak to their Trainer. Where a resolution cannot be reached, they are instructed to discuss the difficulty with the Training Team Captain. Where the complaint is more serious or is not able to be resolved through such informal means, the student is directed to make a formal grievance or complaint.

Details of the grievance or complaint are registered in the grievance and complaint log.

Formal grievance or complaint

Stage One

In instances of a formal grievance or complaint, the student should submit their grievance and complaint in writing to the Administration Group Manager. The Complainant is invited to include suggestions about how the grievance might be resolved.

The Administration Group Manager will notify the complainant of receipt of the grievance within 2 business days. The Administration Group Manager will then assess the grievance, determine the outcome and advise the complainant in writing of their decision within 10 business days.

All formal grievances or complaints are treated with confidentiality and will in no way be detrimental to the student initiating the formal grievance or complaint. All formal grievances or complaints are responded to in writing and registered in the grievance and complaints log.

Stage Two

If the complainant is not satisfied with the outcome of stage one, they may lodge an appeal in writing to the General Manager at Sage Institute of Education, 600 Collins Street, Melbourne 3000.

The complainant’s appeal will be determined by the General Manager who will conduct all necessary consultations with the complainant and other relevant persons and make a determination on the appeal. The complainant will be advised in writing of the outcome of their appeal, including the reason for the decision within 10 business days.

Stage 3

If the complainant is not satisfied with the outcome of their appeal then an independent mediator will be sourced by Sage Institute of Education through LEADER, the Association of Dispute Resolvers. Complainants may request that their grievance is referred to the independent mediator by writing to the CEO at Sage Institute of Education, 600 Collins Street, Melbourne 3000.

Costs of such mediation will be shared equally by Sage Institute of Education and the complainant. As a guide, mediator’s costs would be approximately $383 for the first four hours (or part thereof) and
subsequent hours would be approximately $137.50 per hour. It is common for most disputes to be resolved within the initial four hour allocation.

Sage Institute of Education will give due consideration to any recommendations arising from external review of the grievance or complaint within 30 days of receipt of the mediator’s recommendations.

**External Agencies**
Complaints about administrative actions and decisions of the RTO can be made to the Australian Skills Quality Authority (ASQA). If the RTO policy and process has not been followed, ASQA may ask the student complainant to do so before accepting their complaint. For contact details and information please see: [http://www.asqa.gov.au/complaints/making-a-complaint.html](http://www.asqa.gov.au/complaints/making-a-complaint.html).

**Publication**
This Student Grievance and Complaint Process – Academic and Non-Academic will be made available to students and those seeking to enrol with Sage Institute of Education through publication on the company website: www.sage.edu.au.

**Related Legislation**
National Vocational Education and Training Regulator Act 2011
Victorian Equal Opportunity Act 2010
Freedom of Information Act 1982
Public Records Act 1973 (Vic) (PR Act)
Privacy Amendment (Enhancing Privacy Protection) Act 2012
Standards for Registered Training Organisations (RTOs) 2015
Australian Standard AS ISO 10002-2006 - Customer Satisfaction- guidelines for complaints handling in organisations
Higher Education Support Act 2003

**Related Policies**
Continuous Improvement Policy
Grievances and Complaints Policy
Appeals Policy

**Related Documents**
Appeals Process
Complaints and Grievance Process
Complaints, Grievances and Appeals Log
VET FEE-HELP Information Booklet