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POLICY AND PROCEDURE

11.6: STUDENT GRIEVANCES AND APPEALS



POLICY

The Cobram Community House grievances and appeals processes are transparent and designed to resolve most problems that may present day to day. All investigations shall commence within 10 working days of receipt by the Manager of the written complaint. The student's enrolment at Cobram Community House shall not be affected and shall be maintained during the period until the appeal is resolved unless there is the risk of physical danger to other students. All outcomes shall be put in place as soon as practicable and consistent with good business practice. Cobram Community House will react to all complaints and appeals with good faith.

It is the policy of Cobram Community House to maintain a harmonious environment which is free from intimidation and harassment and which affords equality of opportunity. Cobram Community House encourages students to express concern about study-related issues and to raise concerns with their Trainer on an informal basis in the first instance and if not resolved, to seek recourse to more formal grievance and dispute procedures.

a. Supporting Documentation/Forms/Links

- Student Handbook
- Trainer Handbook
- www.asqa.gov.au
- [Standards for Registered Training Organisations \(RTO's\) 2015](#)
- ASQA - [Users guide to the Standards for registered Training Organisations 2015](#)

b. Definitions

Access and Equity - Responding to the diverse needs of individual students, including people who face barriers due to age, gender, cultural difference, disability, language, literacy and numeracy, unemployment, imprisonment or isolation and any other clients who are experiencing barriers in relation to access, participation and outcomes.

AQF – Australian Qualifications Framework

ASQA – Australian Skills Quality Authority

MANAGER – Manager of CCH

National Recognition - Acceptance of valid qualifications issued by other RTOs in a state or territory of Australia.

RTO – Registered Training Organisation

Student - An individual who enters into an agreement with Cobram Community House and notionally pays or has funds allocated for the work Cobram Community House performs, to derive benefit from our training program.

Trainer – An individual employed by Cobram Community House to train and impart skills and knowledge to students. Can also be used to indicate a Trainer and Assessor, or Assessor.

Grievances - an actual or supposed circumstance regarded as just cause for complaint. This may be a result of issues such as: perceived discrimination, victimisation, and harassment; or communication and interpersonal conflict.

c. **Scope**

This policy applies to any appeal or grievance as can be made by students at Cobram Community House. Staff, including Trainers must make any appeal or submit any grievance through the [“2.8: Staff Grievance and Dispute Resolution Policy and Procedure”](#).

d. **Purpose**

This policy outlines the process any student appeal or grievance is to take.

PROCEDURES

a. **Responsibilities**

The **student** is responsible for;

- Following the following processes for any and all appeals, complaints and grievances.
- Collecting and collating all evidence and documentation to support their appeal or grievance,

All **trainers and staff members** are responsible for;

- Making themselves available to all students who wish to discuss an assessment appeal or an informal complaint or grievance

The **Manager** or their delegated officer is responsible for;

- Making themselves available for discussions with students regarding an informal complaint or grievance.
- Following up all formal appeals, **or** formal complaints and grievances by students by using the following processes
- Assembling appropriate documentation for the process
- Responding within 10 days of a formal appeal or a formal complaint or grievance to the student

The **Manager** is responsible for;

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- Receiving all A112: Grievances, Complaints and Appeals forms and ensuring appropriate action is undertaken.
 - Ensuring all formal appeals, grievances or complaints have been followed through to resolution with the below processes.

b. Process

I. APPEALS PROCEDURE

- Cobram Community House maintains a supportive and fair environment allowing students to appeal assessments and recognition decisions. Cobram Community House will deal in a constructive and timely manner with student complaints and appeals against decisions made.
- Before lodging an appeal, assessment outcomes must first have been discussed with the relevant Trainer. The trainer may allow a student to submit their work up to three times per assessment task.
- If a student has discussed the assessment with their trainer and still wishes to appeal an assessment outcome, then the appeal must be submitted within 20 days of the original assessment decision being advised to the student.
- If an appeal is not lodged within the specified time frame of 20 days the result will stand.
- The appeal is to be put in writing using the A112: Grievances, Complaints and Appeals Form and submitted to the Manager within the time frame of 20 days from the original assessment decision.
- The student must attach all evidence of the assessment, feedback and any further supporting documentation with the A112: Grievance, Complaints and Appeals form.
- The Manager or their delegated officer will assemble information and documents for the appeal. This may include the following:
 - Past Student record;
 - Attendance registers;
 - Assessment tools and assessment data; and
 - Any other supporting documents.
- The Student Records Officer as directed by the Manager will make a notification on the student's file.
- The Manager will organise a review of the assessment decision. Where possible an assessor other than the original assessor will undertake the re-evaluation of the assessment decision.
- The student will be advised in writing of the outcome of the appeal within 10 days of submitting the appeal to the Manager. The written notification must contain the outcome of the appeal and the reasons for the decisions made. A copy of the communication is placed in the student file.
- This is the last course of appeal at Cobram Community House. However, if a student is dissatisfied with the appeal outcome, they can contact the Australian Skills Quality

Authority (ASQA) and make a formal complaint against Cobram Community House. www.asqa.gov.au. This information will be provided to students in their student handbook.

II. STUDENT GRIEVANCES and COMPLAINTS

(Note: Staff members including Trainers are to refer to the "[2.8: Staff Grievance and Dispute Resolution Policy and Procedure](#)")

Grievance Policy Statement

It is the policy of Cobram Community House to maintain a harmonious environment which is free from intimidation and harassment and which affords equality of opportunity. Cobram Community House encourages students to express concern about study-related issues and to raise concerns with their Trainer on an informal basis in the first instance and if not resolved, to seek recourse to more formal grievance and dispute procedures.

Grievances may be a result of issues such as:

- Perceived discrimination, victimisation, and harassment;
- Communication and interpersonal conflict.

Complaints/Grievance Procedures

Informal Complaint/Grievance Process

Students should first try to achieve resolution of any grievance (academic or non-academic) through an informal approach to the staff member or person responsible for the action. Alternatively students can speak to the Manager. If all or part of the grievance remains unresolved, a student may wish to submit a formal appeal to resolve the grievance.

Formal Complaint/Grievance Process

If a student has been unable to resolve their grievance through the informal process, they have the right to submit a written complaint using form A112: Grievance, Complaints and Appeals. This Form will be submitted to the Manager for action.

The Manager will notify the relevant staff member of the grievance and, depending on the nature of the complaint, will decide the appropriate action to resolve the grievance.

The student will be advised in writing of the outcome of the formal grievance within 10 days of submitting the appeal to the Manager. A copy of the communication is placed in the student file.

If a student considers that the response to their complaint or grievance is unsatisfactory, they have the right to appeal directly to the Manager. A student who wishes to undertake this process will need to submit the appeal in writing to the Manager and make an appointment with the MANAGER to try and resolve the matter.

If a student still feels that the Manager's decision is unsatisfactory they can contact the Australian Skills Quality Authority (ASQA) and make a formal complaint against Cobram

Community House. www.asqa.gov.au. This information will be provided to students in their student handbook.

Modification History

All Documents at CCH are version controlled as per policy [8.2: Document Control](#)

<i>Current Version Date</i>	<i>Policy Name</i>	<i>Comments</i>
Reviewed 30.05.2019	11.6: Student Grievances and Appeals	Clarification of number of submissions for each piece of work. For purposes of clarity the 3 submissions include the initial submission.
Reviewed: 15.03.2019	11.6: Student Grievances and Appeals	Removal of references to Training Co-ordinator.
Ratified: 19/02/2014 Reviewed: 20/01/2015	11.6: Student Grievances and Appeals	New Stand Alone Policy developed from Cobram 2.2: Students
<i>Previous Version Dates</i>	<i>Policy Name</i>	<i>Comments</i>
12/09/2010	Cobram 2.2: Students	Section 22
May 2006	CCHPP 1.5: Client Complaints and Appeals	

End of 11.6: Student Grievances and Appeals

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