

Definitions

For the purposes of this document the following applies:

The Act refers to the *Higher Education Support Act 2003*

Student/s refers to all persons enrolled or seeking to enrol in a unit of study that meets the course requirements under subclause 45(1) of Schedule 1A of the Act who are, or would be entitled to VET Student Loan (VSL) assistance under clause 43 of Schedule 1A of the Act.

Complainant/s refers to students (as defined above) who have lodged a non-academic complaint with Design Schools Australia Pty Ltd trading as Sydney Design School.

Overview

Design Schools Australia Pty Ltd trading as Sydney Design School is committed to providing an effective, efficient, timely, fair and confidential non-academic grievance handling procedure for all students.

Complainants are entitled to access the grievance procedures regardless of the location of the campus at which the grievance has arisen, the Complainant's place of residence or mode of study.

Non-academic matters include those matters which do not relate to student progress, assessment, course content or awards in a course. They may include complaints in relation to enrolment and personal information that the provider holds in relation to the student.

Responsibility

The General Manager is responsible for implementation of this policy and procedure and ensuring that all staff are fully trained in its operation and Students and Complainants are made aware of its availability.

Formal Grievance Procedure

General principles that apply to all stages of this grievance procedure, which will be adhered to by Design Schools Australia Pty Ltd trading as Sydney Design School, are:

- The Complainant and respondent will have the opportunity to present their case at each stage of the procedure
- The Complainant and/or the respondent 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 the respondent will not be discriminated against or victimised.
- At all stages of the process, discussions relating to complaints, grievances and appeals will be recorded in writing. Reasons and a full explanation in writing for decisions and actions taken as part of this procedure will be provided to the Complainant and/or respondent if requested
- Records of all grievances will be kept for a period of five years. These records will be kept strictly confidential and stored in the office of the General Manager
- A Complainant shall have access to this grievance procedure at no cost

Stage One

Formal grievances should be submitted in writing to the Registrar, who will receipt and process the non academic complaint or grievance.

The General Manager (Responsible Officer) within Design Schools Australia Pty Ltd trading as Sydney Design School will then assess the grievance, determine the outcome and advise the Complainant in writing of their decision within 5 business days.

The Complainant will be advised of their right to access stage two of this procedure if they are not satisfied with the outcome of Stage One.

Stage Two

If the Complainant is not satisfied with the outcome of Stage One they may lodge an appeal in writing with the Director of Design Schools Australia Pty Ltd trading as Sydney Design School.

The Complainant's appeal will be determined by an independent and impartial officer of Design Schools Australia Pty Ltd trading as Sydney Design School.

The Reviewer will conduct all necessary consultations with the Complainant and other relevant persons and make a determination of the appeal. The Complainant will be advised in writing of the outcome of their appeal, including the reasons for the decision within 5 business days.

The Complainant will be advised of their right to progress to Stage Three of the grievance procedure if they consider the matter unresolved.

Stage Three

If the Complainant is not satisfied with the outcome of Stage Two they may request that the matter be referred to an external dispute resolution process by a body appointed for this purpose by Design Schools Australia Pty Ltd trading as Sydney Design School.

The details for the external body and contact person are:

Resolution Institute (combining LEADR and IAMA)
Address: Level 1, 13 – 15 Bridge Street, Sydney NSW 2000
Phone: (02) 9251 3366
Freecall: 1800 651 650
Email: infoaus@resolution.institute
Website: www.resolution.institute

Design Schools Australia Pty Ltd trading as Sydney Design School will give due consideration to any recommendations arising from the external review within 10 business days.

Publication

This *Non-Academic Grievance Policy and Procedure* will be made available to Students enrolled with Design Schools Australia Pty Ltd trading as Sydney Design School through publication on the website www.sydneydesignschool.com.au and the student handbook.

This *Non-Academic Grievance Policy and Procedure* was agreed to and ratified by the sole Director of Design Schools Australia Pty Ltd trading as Sydney Design School on 31st March 2012 and as amended on 12 January 2017 to comply with legislation in the VET Student Loans Act 2016.

Version 1: 31 March 2012
Version 2: 7 October 2012
Version 5: 12 January 2017