

## 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 in a VET 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** refers to Students (as defined above) who have lodged an 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 academic grievance handling procedure for all students.

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

Academic matters include those matters which relate to student progress, assessment, course content or awards in a VET course of study.

## 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 applying 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 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 the 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.*

# Academic Grievance Policy and Procedure

---

## Stage One

Formal grievances should be submitted in writing to the Registrar, who will receipt and process the 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 *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](http://www.sydneydesignschool.com.au) and the student handbook.

This *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 31 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: 27 October 2012  
 Version 3: 12 January 2017