

PROCEDURE

Procedure Title

Student Grievance and Appeals Procedure

Parent Policy

Student Grievance and Appeals Policy

Preamble

1. Students intending to lodge a grievance should do so as soon as possible but no later than six (6) months from the date of the event that gave rise to the grievance.
2. Students intending to lodge an appeal should do so within twenty (20) days from the date of the Monash College decision which the student is unsatisfied with.
3. Students may withdraw a grievance or an appeal at any stage by giving written notice to the person with whom they lodged the grievance or appeal.
4. Students intending to lodge a grievance should do so using the [Grievance/ Appeals Form](#).

Definitions

Appeal	The request for a reassessment of a decision made by a Monash College staff member.
Appeals officer	A Monash College employee(s) vested with the responsibility to accept the lodgment of an Appeal/Grievance.
Informal Grievance	An expression of dissatisfaction with some aspect of a student's experience. The grievance is informal when a student expresses dissatisfaction directly with the person involved.
Formal Grievance	A formal complaint made by a student. A formal grievance where possible is made in writing.
Head of program	English Language Centre – Director Foundation Year – Director Diplomas – Director MPP – Executive Director
Chief Operating Officer	Monash College Chief Operating Officer and Chief Financial Officer
Student	Encompasses current, past and prospective students.
Frivolous	A finding that an appeal is not seriously made, or relies on trivialities that do not warrant a review of the matter concerned.

Vexatious	A finding that an appeal is made for another purpose (i.e. the appeal is not made as a genuine attempt to seek review of the matter concerned) or to cause unjustified trouble.
MCD	Monash College Diplomas
MUELC	Monash University English Language Centre
MPP	Monash Professional Pathways
MUFY	Monash University Foundation Year
Overseas Student Ombudsman	The Overseas Students Ombudsman is a specialist role of the Commonwealth Ombudsman. The Commonwealth Ombudsman can investigate complaints about problems that intending, current or former international students may have with private schools, colleges or universities (education providers) in Australia.
Provider	An institution or other body or person in Australia that provides or seeks to provide CRICOS registered courses to overseas students as defined by the ESOS Act.
CRICOS	The Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) is the register prescribed under section 10 of the ESOS Act.
ESOS Act	<u>Education Services for Overseas Students Act 2000.</u>

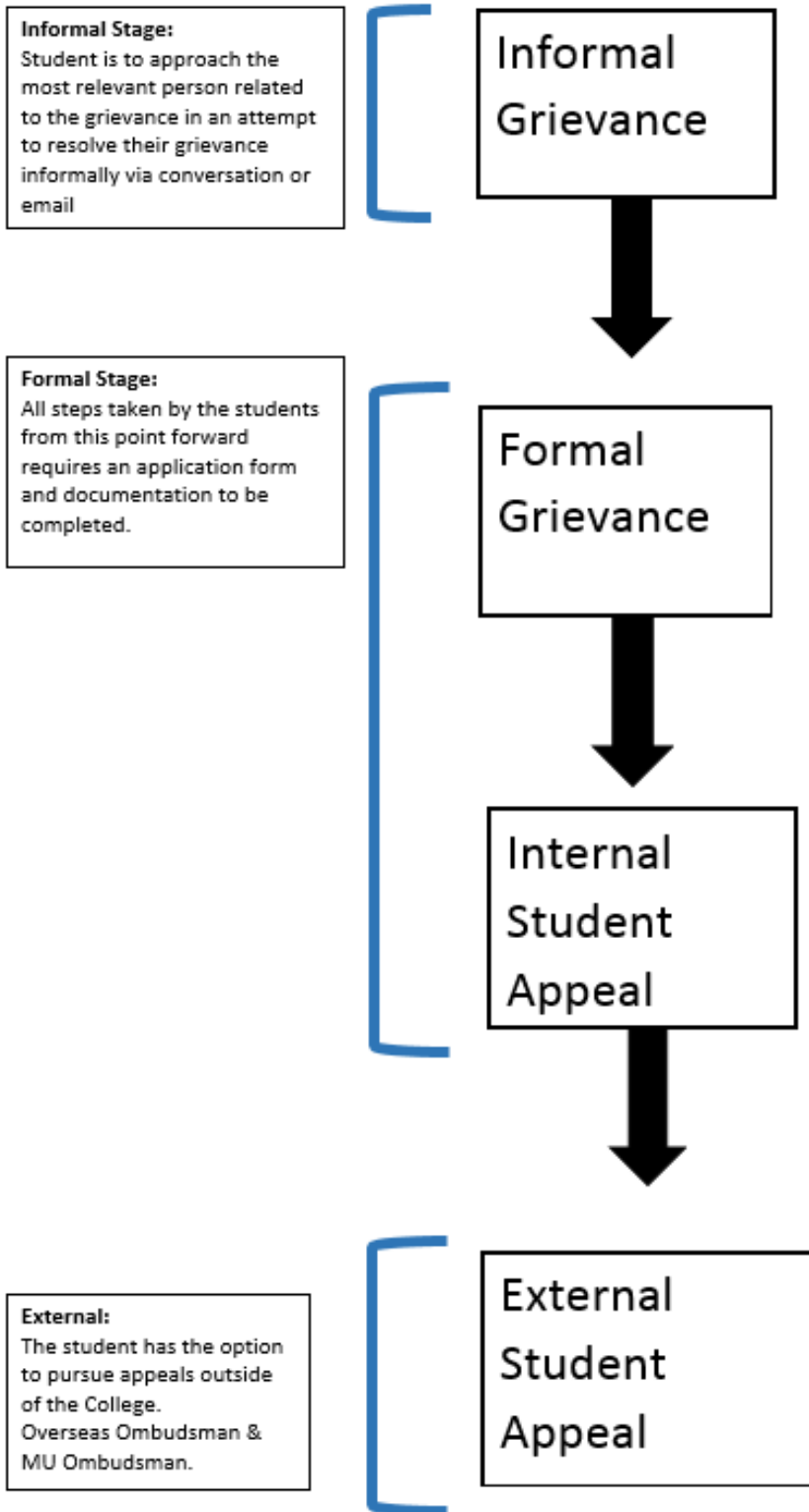
Procedure

Ref	Steps	Responsibility
Process Overview	<p>There are four (4) stages in the Student Grievance and Appeals process:</p> <p>Stage 1: Informal Resolution to resolve the Grievance</p> <p>Stage 2: Formal Grievance to be lodged with relevant Head of the Program (or delegate) or Chief Operating Officer</p> <p>Stage 3: Appeals to Student Appeals Office</p> <p>Stage 4: External Appeals</p> <p>Note: Where an appeal relates to a decision made by a Head of Program (or delegate), Chief Operating Officer, or the Admissions Office the process must commence at Stage 3.</p>	
1.	<p><u>Stage 1: Informal Resolution to resolve the Grievance</u></p> <p>1.1 Students who have a question, concern or complaint about a decision made by Monash College or about Monash College generally, are encouraged to resolve the concern with the individual closest to the grievance (i.e. the most relevant teacher or staff member concerned).</p> <p>1.2 If the complaint involves an allegation of bias, the process must commence at Stage 2.</p> <p>1.3 Students will be notified of the Stage 1 outcome informally, either verbally, email or phone. If an adverse outcome, the student will be notified in writing with details of escalation avenues.</p>	<p>Student</p> <p>Teacher or Staff Member</p>
2.	<p><u>Stage 2: Formal Grievance</u></p> <p>2.1 If a student is not satisfied with the outcome of the informal resolution attempts with staff, the student may lodge a formal grievance application within 10 business days of receiving an outcome at the Stage 1 process.</p> <p>2.2 Students will need to lodge a 'Formal Grievance' with the Grievance/ Appeals Form.</p> <p>2.3 Upon receipt of the Formal Grievance Application the Head of Program (or delegate) or Chief Operating Officer will provide an acknowledgement email to the applicant and advise of relevant support services available.</p> <p>2.4 The Head of Program (or delegate) or Chief Operating Officer will examine and consider all relevant documentation and evidence provided and where required, may consult with</p>	<p>Student</p>

	<p>3.5 The Student Appeals Officers will examine all relevant documentation and evidence provided and where required, may consult with relevant staff members, the applicant and other relevant parties in reaching an outcome.</p> <p>3.6 The Student Appeals Officer(s) must endeavor to issue an outcome to the student in writing to their student email account within 10 working days of receiving the Student Appeal Application Form. The student should also be provided with reasons for the outcome.</p> <p>3.7 Where the Student Appeals Officer(s) requires more than 10 days to finalise the Formal Grievance, the Monash College Student Appeals Office must inform the student in writing and explain why more than 10 working days are required to finalize the grievance.</p> <p>3.8 If the appeal outcome is in favour of the student, the Student Appeals Officer is responsible for ensuring that the decision is implemented as soon as practicable.</p>	
<p>4.</p>	<p><u>Stage 4: External Appeals.</u></p> <p>4.1 Student must exhaust all available internal review options (Stages 1 2 3) before pursuing an external review at Stage 4.</p> <p>4.2 If a student is not satisfied with the outcome of the formal grievance, they may appeal the decision in writing to the relevant External body within 10 business days of receiving the Stage 3 decision.</p> <p>4.3 The relevant External Appeal Review Body and contact details will be made available to Monash College Students in writing in the Stage 3 decision.</p> <p>4.4 If a student decides to pursue a Stage 4 external appeal, the student must inform the Monash College Student Appeals Office in writing from their student email account to: studentappeals@monashcollege.edu.au within 10 business days of the Stage 3 notification outcome.</p> <p>In this notification students are encouraged to provide the following details: external organisation the student is appealing to, reference numbers provided by the external organisation to student.</p> <p>4.5 If the student does not inform the Student Appeals Office of their decision to access a Stage 4 External Appeal within 10</p>	<p>Student</p>

	business days, then Monash College will action the Stage 3 outcome.	
5.	<p><u>Recommendations Arising from External Review</u></p> <p>5.1 If the Overseas Student Ombudsman, the University Student Ombudsman or external review body makes a decision or recommendation in favour of the student, the Monash College Student Appeals Officer is responsible for ensuring the decision or recommendation is implemented as soon as practicable. If the recommendation does not accord with current Monash College policy, the College Student Appeals Officer will present them to the Monash College Academic Board or applicable decision maker to consider implementing or effecting their recommendations where it is agreed this is appropriate as soon as practicable.</p> <p>5.2 If, in the opinion of Monash College, any recommendations made by the Overseas Student Ombudsman, the University Student Ombudsman or external review body cannot or should not be implemented, the Monash College Student Appeals Officer will, where possible, seek an alternative recommendation from the Overseas Student Ombudsman, the University Student Ombudsman or the external review body.</p> <p>5.3 If no alternative recommendation is made, the Student Appeals Officer will report to the Academic Board or applicable decision-maker as to the reason for and the extent of, the non-compliance with the recommendation.</p>	Student Appeals Officer
6.	<p><u>Withdrawing a Grievance or Complaint</u></p> <p>6.1 A student may withdraw a grievance or appeal at any stage in the process.</p> <p>6.2 The student must advise the person handling the matter in writing, from their student email account that they wish to withdraw.</p> <p>6.3 The person handling the matter, will notify all relevant parties that the grievance or appeal has been withdrawn.</p>	Student Relevant Staff Member
7.	<p><u>Record Keeping & Reporting</u></p> <p>7.1 Records of all grievances and appeals, applications for the review of decisions, and the outcomes of the appeals process will be retained for a period of seven years. These</p>	Appeals Officer(s)

	<p>records will be kept securely stored and filed separately to the student or staff file.</p> <p>7.2 All parties involved in the grievance or appeal are required to preserve confidentiality and align all conduct and record keeping in accordance with the Monash College Privacy Policy.</p> <p>7.3 An annual summary and report will be presented to the Monash College Board of Directors via the Academic Board. All information in the report will be de-identified.</p>	Director, Governance
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Legislation and Standards	Education Services for Overseas Students Act 2000 – National Code of Practice for Providers of Education and Training to Overseas Students 2018 – Standard 10.
Reference Policies and Supporting Documentation	<p>Student Grievance and Appeals Policy</p> <p>Grievance/ Appeals Form</p> <p>Admission Policy</p> <p>Enrolment Policy</p> <p>Attendance Policy</p> <p>Student Fees Refunds Policy</p> <p>Fitness to Study Procedure</p> <p>Non-Academic Suspension and Exclusion Policy</p> <p>Monash College Privacy Policy</p>
Responsibility for Implementation	<p>Director, Monash College Diplomas</p> <p>Executive Director Monash Professional Pathways</p> <p>Director, Foundation Year</p> <p>Director, English Language Centre</p> <p>Appeals Officer(s)</p>
Status	Revised
Key Stakeholders	<p>Monash College Senior Leadership Team</p> <p>Appeals Officer(s)</p> <p>Manager Student Administration</p> <p>Support Staff including Student Engagement Coordinators and Guardians</p> <p>Current Students</p> <p>Past Students</p> <p>Prospective Students</p>
Approval Body	Monash College Academic Board
Date Effective	4/08/2020
Next Review Date	4/08/2023

Owner Job Title Division	Director Governance Governance
Procedure Author	Academic Governance Officer
Contact	Monash College Appeals Officer StudentAppeals@monashcollege.edu.au

Change History

Version number	Approval date	Approved by	Brief outline of changes
1.0	04/08/2020	Monash College Academic Board	Update to procedure – introduction of a google form to lodge appeal/grievance.
1.1	09/11/2020	Director Governance	Minor amendment to articulate existing practice regarding favourable outcomes for appellants.