



GRIEVANCE POLICY AND PROCEDURES

1 POLICY

1.1 OVERVIEW

Vibe College is committed to providing an effective, efficient, timely, fair and confidential academic and non-academic grievance handling procedure for all students.

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

Non-academic matters include those matters which do not relate to student progress, assessment, course content or awards in a course. Non-academic grievances tend to arise from events occurring at a provider or from decisions made by a provider.

1.2 RESPONSIBILITY

The Vibe College Academic Manager is responsible for:

- implementation of this policy and procedure
- ensuring that all staff are notified in writing of this policy and procedure and are fully trained in its operation during orientation and thereafter as changes are made
- ensuring that the grievance procedure is complete, unambiguous, agreed to and ratified by the Vibe College's governing body
- ensuring that an arrangement for handling complaints, whether formal or informal, is easily accessible to students without charge and encourages timely resolution of complaints
- ensuring an arrangement is in place for the internal review of complaints lodged

2 PROCEDURES

2.1 GENERAL PRINCIPLES

These principles apply to all stages of this grievance procedure, and will be adhered to by the Vibe College.

Principles:

- Before initiating the formal action, Complainants are encouraged to try to settle any Grievance directly with the person(s) concerned.
- A Complainant should raise their Grievance with the Respondent within 10 days of the issue arising.
- The Complainant and Respondent will have the opportunity to present their case during the Informal Grievance Procedure process and at each stage of the Formal Grievance Procedure process.
- At any time while trying to settle the Grievance, a Complainant or Respondent may consult confidentially with anyone they choose.
- 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.

Vibe College

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2/727 Stanley Street Woolloongabba QLD 4102 | www.vibecollege.edu.au | info@vibecollege.edu.au
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- At all stages of the formal 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 within the Vibe College's Cloud based Student management system. The Complainant shall have appropriate access to these records upon written request to Vibe College's Academic Manager.

A Complainant shall have access to the internal components of this procedure at no cost. Vibe College and the Complainant will share costs for an external appeal equally.

2.2 INFORMAL GRIEVANCE PROCEDURE

Students are encouraged, wherever possible, to resolve concerns or difficulties directly with the person(s) concerned. Students may raise an informal grievance by contacting their Trainer or alternatively any staff member with whom they feel comfortable within 10 days of the issue arising.

If students feel that their concern cannot or has not been immediately addressed and resolved for all parties concerned, they may seek settlement of the Grievance through the Formal Grievance Procedure.

2.3 FORMAL GRIEVANCE PROCEDURE

If settlement of the Grievance has not been achieved for any reason, students are encouraged to utilise the Formal Grievance Procedure to submit a grievance of an academic or non-academic nature.

The procedure for submitting a grievance is as follows:

2.3.1 STAGE ONE FORMAL GRIEVANCE PROCEDURE

Formal grievances should be submitted in writing to the Vibe College's Academic Manager at Vibe College, 2/727 Stanley Street, Woolloongabba, QLD 4102.

Vibe College's Academic Manager will then assess the grievance, determine the outcome and advise the Complainant in writing of their decision within 15 working days.

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

2.3.2 STAGE TWO FORMAL GRIEVANCE PROCEDURE

If the Complainant is not satisfied with the outcome of Stage One, they may lodge an appeal in writing with the Chief Executive Officer at Vibe College, 2/727 Stanley Street, Woolloongabba, QLD, 4102.

The Complainant's appeal will be determined by the Chief Executive Officer who 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 the appeal, including the reasons for the decision within 10 working days.

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

2.3.3 STAGE THREE FORMAL GRIEVANCE PROCEDURE

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 who will act as an independent body.

The details for the external body are:

LEADR, Association of Dispute Resolvers Level 1, 13-15 Bridge Street, Sydney NSW 2000

Phone: 1800 651 650

Email: admin@leadr.info

Web: <http://www.leadr.info>

Vibe College and the Complainant will share costs of such mediation equally. The Complainant may contact the Chief Executive Officer at Vibe College for full details of costs associated throughout Stage Three of the Formal Grievance Procedure.

If the Complainant remains unsatisfied with the outcome of the mediator's decision, then they may contact the Australian Skills Quality Authority (ASQA). For contact details and information please refer to: <http://www.asqa.gov.au/complaints/making-a-complaint.html>

Vibe College will give due consideration to any recommendations arising from the external review and implement findings as applicable within 28 days.

The Grievance Policy and Procedure will be made available to Students enrolled with the Vibe College through publication on the website www.vibecollege.edu.au and the Vibe College Student Handbook.

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