

GRIEVANCE AND APPEAL PROCEDURE

General principles

The general principles applying to all stages of an Academic or Non-Academic grievance procedure, which Contour College (Contour) will adhere to are:

- the complainant and respondent will have the opportunity to present their case at each stage of the procedure
- the complainant and respondent have the option of being accompanied/assisted by a third person (such as a family member, friend or another staff member) if they so desire
- the complainant and 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 (5) years. These records will be kept strictly confidential and stored in locked facilities
- there is no cost for submitting a grievance with Contour.

Academic grievance procedure

Stage One

Academic grievances should be completed on the [Academic Appeal Request Form](#) available on the [Contour website](#) (www.contourcollege.com.au) and submitted or forwarded to:

Academic Review
Contour College
Unit 2/1 Bounty Close, Tuggerah Business Park
Tuggerah NSW 2259
Email: admin@contourcollege.com.au

The Training Coordinator will review the student's academic result/s in consultation with the appropriate staff member and complainant, and make a determination on whether the result remains or if a reassessment will be conducted.

If the Training Coordinator is unable to come to a resolution, the Appeal will be forwarded to the Operations Manager who will review all documentation and notify the complainant in writing the outcome of the appeal, including the reasons for the final decision.

The complainant will be advised within 30 days from the request being received by Contour. If the Appeal cannot be resolved, the Appeal will reach stage two.

Stage Two

If a student cannot resolve their complaint with their training provider then they may contact Training Services NSW by:

- applying to Training Services NSW using its online enquiry form
- phoning Training Services NSW on 13 28 11
- visiting a Training Services NSW regional office (see www.training.nsw.gov.au).

Stage Three

If the appeal process cannot be resolved in the first two stages, Training Services NSW will offer dispute assistance.

Training Services NSW will ask the student a series of questions to understand their complaint. A Training Services NSW officer will then investigate the complaint and attempt to resolve the matter through information and mediation. They may also provide the student with information about other government agencies that may be able to assist with their complaint. The officer will contact the student's training provider and the student to help them to resolve the matter. They will try to get each party to understand and respect each other's different points of view, negotiate differences and discuss possible resolutions.

Non-Academic grievance procedure

Stage One

Contour's Non-Academic grievance procedure requires the student to complete a Multi-Purpose Comment Form, which can be found on Contour's website (www.contourcollege.com.au) to initiate a discussion. A review of the non-academic grievance will begin within two working days of any Contour staff member receiving the written form.

The student may request a general meeting with a staff member including the Operations Manager. If the grievance procedure relates to a financial matter, a meeting will be organised with Contour's Accounts Department.

If necessary, the student will be advised of a meeting time with the appropriate person to discuss their complaint or receive a verbal and/or written response to their Multi-Purpose Comment Form within five working days.

The complainant will be advised of their right to progress to Stage Two of the non-academic grievance procedure if they consider the matter unresolved.

Stage Two

If the complainant is not satisfied with the outcome of Stage One, they may have their Multi-Purpose Comment Form forwarded onto the Operations Manager. In the event the Multi-Purpose Comment Form implicates another student or staff member, the Operations Manager will review all documentation, meet with all parties concerned and make a determination 10 working days from receipt of Stage Two notification. A written response will be provided to all parties, including their individual right to access Stage Three of this procedure if they are not satisfied with the outcome of Stage Two.

Stage Three

If the student is not satisfied with the outcome of Stage Two, the Operations Manager will refer them to an external and independent arbiter. Contour will give due consideration to any recommendations arising from the external review and advise the complainant within 10 working days of the decision.