

GRIEVANCE POLICY

Contour College (Contour) is committed to providing an effective, efficient, timely, fair and confidential grievance handling process for all students. Students that have a complaint are entitled to access Contour's Grievance and Appeal Procedure, regardless of the location of the campus at which the grievance has arisen, the complainant's place of residence or mode of study.

Purpose

For the purpose of this Policy, reference to a complaint or grievance will be viewed the same. However, there is a clear distinction between academic and non-academic issues, which is outlined in Contour's Grievance and Appeal Procedure, available on the [Contour website](http://www.contourcollege.com.au) (www.contourcollege.com.au).

The purpose of this policy is to communicate how Contour will fairly, efficiently and effectively manage complaints made about its services, systems, facilities or service delivery.

Definitions

For the purposes of this document the following applies:

- **Student** refers to all persons enrolled in a VET unit of study that meets the course requirements.
- **Complainant** refers to students (as defined above) who have lodged an academic or non-academic complaint with Contour.
- **Grievance/complaint** refers to a cause for a formal complaint that may or may not be well-founded and is made on the basis of a decision that somebody feels is unfair.
- **Respondent** refers to somebody who replies to or defends the grievance.
- **Academic** matters include those matters which relate to student progress, assessment outcome, course content or awards in a VET course of study.
- **Non-Academic** matters include those issues which do not relate to student progress, assessment outcome, course content or awards in a VET course of study. Non-academic grievances tend to arise from events occurring from conflict with other students, training or administration staff, facilities, equipment, processes or matters of a financial nature.

The Consumer Protection Officer is responsible for implementation of the grievance process, ensuring the information is well documented on all public information, enrolment forms and provided at student induction. As a priority, all staff must be fully trained in its operation and made aware of its availability, their consumer rights, and all obligations relating to this policy.

Principles

Contour will:

- address each complaint in an objective, equitable and impartial manner
- manage a complaint in accordance with the principles of procedural fairness
- take reasonable steps to ensure that people making complaints are not adversely affected because a complaint has been made by them or on their behalf
- manage conflicts of interest, whether actual or perceived
- ensure that complaints made about a staff member are handled by someone other than the person about whom the complaint is made

- ensure that reviews about how a complaint was managed are conducted by a person other than the original decision maker.

Complaint Handling

Contour aims to resolve complaints at the first point of contact wherever possible.

People making complaints will be:

- provided with information about Contour's complaint handling process
- listened to and treated with respect by staff
- actively involved in the complaint process where possible and appropriate
- provided with reasons for decisions **and any options for review.**

A grievance/complaint is made by completing the *Grievance and Appeal Procedure* located on the [Contour website](http://www.contourcollege.com.au) (www.contourcollege.com.au).

Receipt and acknowledgement

Contour will record the following information about complaints it receives:

- contact information of the person making the complaint
- issues raised by the person making the complaint
- the outcome/s they are seeking, and
- any other relevant information.

Contour will acknowledge receipt of a complaint in writing, provide a unique identifier and contact details of the staff member who can be contacted in relation to the matter.

Responding to and finalising complaints

Contour will respond to and finalise a complaint as soon as practicable and will keep in contact with the person making the complaint throughout the process. Where Contour considers more than 30 calendar days are required to finalise a complaint, it will inform the person making the complaint in writing of why more than 30 calendar days are required. It will also regularly update the person making the complaint on the progress of their matter.

Contour will provide the person making the complaint with the following information:

- the outcome of the complaint and any action taken
- the reason/s for the decision
- the remedy or resolution/s that Contour has proposed or put in place
- options for internal or external review.

Contour will ensure that outcomes are properly implemented and monitored. Should Contour not reach a resolution, the matter will be addressed externally to an independent arbiter whose decision will be taken into consideration by Contour.

Record keeping

Contour will keep records in relation to the complaint and its outcome.