LEARNING SUPPORT SERVICES

STUDENT COMPLAINTS AND GRIEVANCES
The Student Complaints and Grievance policy applies to past, current and prospective students.

**COMPLAINT OR GRIEVANCE – WHAT’S THEdifference?**

A **complaint** is made by a student when they feel that an action, product or service provided to them by Melbourne Polytechnic was not satisfactory. The complaint must have taken place within the last twelve months and must be lodged in writing, and can be anonymous.

Students are encouraged to complete a Complaints Improvements and Suggestion form, (CIS) available on the student portal or hard copy from the Library, Learning Support Services and Information desks.

A **grievance** is made by a student when they feel that they have been significantly disadvantaged, distressed or caused hardship to them at Melbourne Polytechnic due to events/omissions which occurred in the previous 12 months.

Grievances must be lodged in writing and cannot be anonymous.
A. INFORMAL RESOLUTION

1. YOU IDENTIFY THE ISSUE AND DECIDE IF YOU WANT TO PURSUE IT.

- If you decide not to, then no action is taken.
- You can raise it directly with the person involved or discuss it with a teacher or counsellor and attempt to resolve the issue as informally as possible.
- If you can resolve it at this level, no further action is required.

If it can’t be resolved at this stage, proceed to the Formal Resolution stage.

B. FORMAL RESOLUTION

2. CONCILIATION BY HEAD OF DEPARTMENT

You submit the details of your grievance in writing to the relevant Head of Department (HOD).

- The HOD will meet with you, investigate the issue and attempt to conciliate the matter to resolve it as quickly as possible.
- If the matter is resolved then no further action is required.
- If the matter isn’t resolved or you are unhappy with the outcome you can proceed to an internal investigation.

You can have a support person (who is a non-legal person) a friend or advocate accompany you to any grievance meeting.
3. INTERNAL INVESTIGATION

You submit a written request to the HOF to request that the matter move to internal investigation.

- The relevant Head of Faculty will request that the Head of Learning Support Services or delegate to review the matter and attempt to resolve it.
- If resolved at this stage then no further action is required.
- If resolved at this stage no further action is required.
- If the matter isn’t resolved or you are unhappy with the outcome you can proceed to an external review.

You can have a support person (who is a non-legal person) a friend or advocate accompany you to any grievance meeting.

C. EXTERNAL REVIEW

- You submit a written request to the CEO that the matter be referred for external review.
- Melbourne Polytechnic will pay for the cost of the external review process.
- You will be provided with a copy of the final decision after it has been made.

You can have a support person (who is a non-legal person) a friend or advocate accompany you to any grievance meeting.

Most issues are resolved informally or at the conciliation stage.
CONFIDENTIALITY

All parties are entitled to confidentiality in a grievance process. It is important that you do not publicly name the person you have lodges the grievance against.

BULLYING AND HARASSMENT ISSUES

Students with grievances regarding allegations of sexual harassment, discrimination or bullying can formalise their grievance under the Student Complaints and Grievances Policy.

Accessing policies

The Melbourne Polytechnic policies relating to:

- Student Complaints and Grievances
- (the) Prevention of Discrimination and Harassment
- (the) Prevention of Bullying by and of Students;

are available on the student portal under the institute rules tab and the Melbourne Polytechnic website.
SUPPORTS AVAILABLE

IF YOU'RE NOT SURE WHAT TO DO OR WHERE TO GO – TALK TO LEARNING SUPPORT SERVICES

p: 03 9269 1314
e: studentsservices@melbournepolytechnic.edu.au

Teaching staff can provide general information about the complaints and grievance process.

Counsellors can offer confidential support to students but may not act as a support person.