

# Student Complaints, Grievances and Appeals Policy

## Purpose

1. This Policy outlines the principles underlying complaints, grievances and appeals processes at Global Higher Education (GHE) in accordance with Standard 2.4 (Student Complaints and Grievances) of the *Higher Education Standards Framework (Threshold Standards) 2021*.

## Scope

2. This Policy applies to:
  - a) prospective GHE students;
  - b) current GHE students;
  - c) GHE graduates whose enrolment ended no more than six months before the complaint, grievance or appeal was lodged.

## Definitions

3. Definitions for key terms are presented in the Glossary of Terms which may be accessed on the GHE website at <https://www.globalhe.edu.au/policy>

## Suite documents

4. This Policy is linked to the following Procedures:
  - a) Student Complaints and Grievances Procedure;
  - b) Student Appeals Procedure.
5. Allegations of sexual assault or harassment are managed under the provisions of the **Student Sexual Assault and Sexual Harassment Policy**.

## Policy

### Student complaints and grievances

6. For the purposes of this Policy GHE defines complaints and grievances as follows:
  - a) a complaint is any formal expression of dissatisfaction with an aspect of GHE service, care or information to students which can be resolved through informal negotiation and active communication;
  - b) a grievance is a matter relating to allegations of misconduct where disciplinary action against a staff member may be an outcome of a formal investigation. This may include complaints which are not able to be resolved through informal processes or mediation.

### Principles

7. GHE is committed to providing students with a quality education and experience.
8. As part of its commitment to quality, GHE supports the right of students to raise complaints or grievances about issues relating to their experience at GHE.

9. All parties to a complaint or grievance must respect privacy and confidentiality, except where the release of particular information is required by law.
10. GHE will commence assessment of all complaints and grievances and respond to appeals within timeframes outlined in the **Student Complaints and Grievances** and **Student Appeals** procedures and finalise outcomes as soon as practicable.
11. All phases of GHE's internal complaints, grievances and appeals procedures do not incur costs to students.
12. Students are encouraged to:
  - a) be active advocates for their learning and overall education experience;
  - b) provide constructive and relevant feedback to inform corrective and preventive action;
  - c) seek assistance and take responsibility for their own actions;
  - d) act in good faith and seek to achieve an amicable solution;
  - e) desist from engaging in intimidating, harassing, threatening or offensive behaviours;
  - f) participate in mediation in good faith where required to achieve a cordial resolution.
13. As part of its commitment to quality improvement and student wellbeing, GHE:
  - a) maintains a safe environment in which students can openly raise issues of concern;
  - b) ensures that staff with responsibilities under this Policy are appropriately trained for their roles;
  - c) acts in good faith and seeks to achieve an amicable solution;
  - d) desists from engaging in intimidating, harassing, threatening or offensive behaviours;
  - e) takes appropriate measures to ensure students do not suffer any victimisation or discrimination as a result of raising complaints or grievances in good faith;
  - f) keeps open channels of communication with all parties involved in a complaint or grievance in order to maintain a connected learning community;
  - g) ensures that students have access to advice, advocacy and support to assist in the formulation of any complaint, grievance or appeal;
  - h) participates in mediation in good faith where required to achieve a cordial resolution;
  - i) makes provision for, and provides assistance to student to access, review by specified independent third-party or an external reviewer in the event that a complaint cannot be resolved by internal processes;
  - j) implements corrective and preventative actions arising from investigations of complaints, grievances and appeals as soon as practicable;
  - k) maintains accurate records of all related processes and their resolution;
  - l) makes summary complains, grievances and appeals information publicly available;
  - m) reports annually to peak governance bodies analysis and monitoring of complaints handling and implements recommended actions where systemic issues are identified and implement preventative mechanisms where possible.

### **Student appeals**

14. Procedural fairness, natural justice and a rule of no disadvantage are fundamental rights for all appellants, other students, staff and other persons linked to an appeal.
15. GHE insists that all appellants, other students, staff and other persons linked to an appeal must be treated with respect.
16. GHE will take all reasonable steps to prevent students suffering any disadvantage as a result of lodging an application for review or appeal.

17. All students are advised of their right to:
- access independent third parties in the event that internal processes do not resolve a complaint as outlined in the **Student Appeals Procedure**;
  - seek external avenues of complaint or appeal where they are dissatisfied with internal GHE processes as outlined in the **Student Appeals Procedure**.

### Referral to Independent Third Party

18. Students lodging a complaint, grievance or appeal are encouraged to act in good faith to resolve the matter.
19. Students may at any stage refer the matter to an external agency / independent third party, as outlined in the **Student Appeals Procedure**. Where this occurs, GHE may cease any internal processes.

### Associated information

<b>Related Internal Documents</b>	<p>Student Complaints and Grievances Procedure</p> <p>Student Appeals Procedure</p> <p>Academic Progress Policy</p> <p>Admissions Policy</p> <p>Assessment Policy</p> <p>Critical Incident Policy</p> <p>Enrolment Policy</p> <p>Quality Assurance Policy</p> <p>Student Academic Integrity and Academic Misconduct Policy</p> <p>Student Disability Policy</p> <p>Student Diversity and Equity Policy</p> <p>Student Non-Academic Conduct and Misconduct Policy</p> <p>Student Sexual Assault and Sexual Harassment Policy</p> <p>Student Wellbeing, Orientation and Support Policy</p> <p>Work-Integrated Learning Placement Policy</p> <p>Glossary of Terms</p>
<b>Related Legislation, Standards and Codes</b>	<p><i>Tertiary Education and Quality Standards Agency Act 2011</i></p> <p><i>Higher Education Standards Framework (Threshold Standards) 2021</i></p> <p><i>Education Services for Overseas Students Act 2000</i></p> <p><i>National Code of Practice for Providers of Education and Training to Overseas Students 2018</i></p> <p><i>TEQSA Guidance Note: Grievance and Complaint Handling, Version 1.1, Feb 2019</i></p>
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## Change history

Version Control		Version 1.4
Change Summary	13-Feb-20	V1.0 Draft approved by Board of Directors 21-Feb-20 with name change
	20-Jul-20	V1.1 Administrative updates
	21-Aug-21	V1.2 updates for HESF 2021 compliance
	27-Jan-23	V1.3 minor amendment to respond to TEQSA feedback approved by CEO
	29-Jun-23	V1.4 minor addition to cl 13 approved by CEO 29-Jun-23 and administrative updates following TEQSA registration

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