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| <b>Policy Name</b>      | <b>STUDENT GRIEVANCES AND COMPLAINTS RESOLUTION<br/>NON-ACADEMIC POLICY</b>  |
| <b>Policy Number</b>    | <b>G005_PO (Governance)</b>  |
| <b>Purpose</b>          | <p>This policy of the Whitehouse Institute of Design, Australia (Whitehouse) relates to the resolution of student complaints and grievances that are not academic in nature.</p> <p>The purpose of this policy is to acknowledge the right of students to be able to raise and have addressed all grievances and appeals.</p>  |
| <b>Scope</b>            | <p>This policy applies to all students, employees and contractors involved in the provision of teaching and learning in accredited courses at Whitehouse.</p>  |
| <b>Policy Statement</b> | <p>The student grievance resolution policy of Whitehouse is based on the following principles:</p> <ul style="list-style-type: none"> <li>• the procedures used to review and resolve complaints or grievances are fair and must be seen to be fair</li> <li>• the principles of natural justice are observed throughout the process</li> <li>• all parties are given the right to present their case and to be heard</li> <li>• all parties are provided with adequate notice of the allegations</li> <li>• all parties are advised of the procedures to be used</li> <li>• all members of the decision-making process are free of bias or other personal interest in the outcome</li> <li>• confidentiality will be respected for all parties, unless the use of the information is authorised by law</li> <li>• the staff involved in resolving complaints or grievances will act fairly at all times and ensure that conclusions will be based on a fair hearing of each point of view</li> <li>• there will be no reprisals or any disadvantage arising as a result of a student making a complaint or grievance in good faith</li> <li>• complaints or grievances are handled in a timely manner with achievable deadlines specified for each stage in the resolution process</li> <li>• grievances are resolved as close to source as possible</li> <li>• any student who makes a complaint or grievance and staff member or student on whom the complaint or grievance has a direct impact are regularly informed of the progress of the matter</li> <li>• where the complainant is not satisfied with the outcome proposed by the decision-maker, the student is entitled to seek a review, either on procedural or substantive grounds, from a higher internal body or an appropriate external agency and</li> <li>• the findings and outcomes of a grievance are used by Whitehouse to address any systemic or underlying causes with a view to preventing problems from occurring or recurring.</li> </ul> |

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|                                     | <p>A student may withdraw a complaint or grievance at any time during the grievance resolution process. When this occurs, the matter will be concluded and deemed to be resolved. If the original complaint or grievance was made in writing then the withdrawal must also be in writing to the relevant staff member who is handling the matter at the time the withdrawal is being affected or, in cases before the Board of Governors Grievance Resolution Panel, to the Executive Director as Secretariat of the Grievance Resolution-Panel.</p>   |
| <p><b>Relevant Legislation</b></p>  | <ul style="list-style-type: none"> <li>• <a href="#">Higher Education Standards Framework (Threshold Standards) 2021</a></li> <li>• <a href="#">Standards for Registered Training Organisations (RTOs) 2015</a></li> <li>• <a href="#">2016 Higher Education Support Act (2003)</a></li> <li>• <a href="#">Education Services for Overseas Students Act 2000 (ESOS)</a></li> <li>• <a href="#">Commonwealth Register of International Courses for Overseas Students (CRICOS)</a></li> <li>• <a href="#">Department of Fair Trading (Victoria) (NSW)</a></li> <li>• <a href="#">Administrative Appeals Tribunal</a></li> </ul>  |
| <p><b>Key Related Documents</b></p> | <p>Student handbook<br/> Privacy Policy<br/> Privacy Procedure<br/> Academic Grievance and Appeals Policy Higher Education<br/> Academic Grievance and Appeals Procedures Higher Education<br/> Whitehouse Code of Conduct</p>   |
| <p><b>Definitions</b></p>           | <p><b>Advocate:</b> a person nominated by a student to present their case in an appeal. This person must not be a legal practitioner. International Students may use the Senior Education Officer.</p> <p><b>Complaint or Grievance:</b> a complaint or grievance can be defined as a student's expression of dissatisfaction with an aspect of the Whitehouse Institute's services and activities.</p> <p><b>Non-Academic Complaint or Grievance may include but is not Limited to Issues of:</b></p> <ul style="list-style-type: none"> <li>• improper, irregular or negligent conduct by an Institute staff member</li> <li>• improper, irregular or negligent conduct by another student</li> <li>• failure by an Institute staff member to act fairly</li> <li>• failure of duty of care by a staff member of the Institute</li> <li>• a decision that has been made without sufficient consideration to facts, evidence or circumstances of specific relevance to the student</li> <li>• failure by the Institute to make a decision within a timely manner</li> <li>• a penalty that, where applied, is or would be too harsh.</li> </ul> <p><b>Complainant:</b> the student making the complaint or grievance.</p> <p><b>Executive Management Committee:</b> Whitehouse's Senior Operations Group.</p> <p><b>Product:</b> in this context, a material good/s provided to a student, either free of charge or for a fee, to assist them to study at the Whitehouse Institute.</p> <p><b>Service:</b> in this context, an act done for a student as part of their experience at the Institute.</p> |

**Written Notice/Letter:** unless otherwise specified, written notice/letter can include notification by presentation with a written document, mailed or couriered letter, email and/or fax.

**Part A: Grievances about Academic Matters:**

These are usually complaints or appeals against academic decisions. They include but are not limited to:

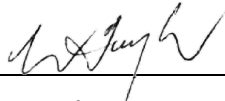
- academic progress decisions
- assessment matters
- a decision of a member of academic staff that affects the academic program of an individual or group/s of students
- selection or admission decisions
- credit recognition
- structure of academic programs, nature of teaching, or assessment
- Issues relating to authorship and intellectual property.

**Part B: Grievances about Non-Academic Matters:**

These relate to decisions and actions associated with administrative or academic services. They include but are not limited to:

- administration of Whitehouse Institute policies and procedures by administrative groups and departments
- a decision by an administrative staff member that affects an individual or group/s of students
- access to resources and facilities
- payment of fees
- student charges
- enrolment
- scholarships
- course transfer
- graduation
- time limits for completing rationalized/discontinued/modified courses
- interaction with Institute staff.

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| <b>Responsible Officer</b>             | Executive Director |
| <b>Approval Authority/ Authorities</b> | Board of Governors |
| <b>Date Approved</b>                   | 02/05/2019         |
| <b>Date of Commencement</b>            | 03/05/2019         |

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| <b>Date for Review</b>                                   | 02/05/2022   |               |             |
| <b>Documents superseded by this Procedure</b>            | 005 Student grievances and complaints resolution non-academic policy and procedure January 2013<br>008-001 Student Grievances Policy<br>008-001 Student Grievances Procedure   |               |             |
| <b>Amendment History</b>                                 | <p><b>02/2019</b><br/>Update External appeals and The National code 2018 reference.</p> <p><b>05/2018</b><br/>Re-branding – Header &amp; Footer only</p> <p><b>12/2016</b><br/>Policy and Procedures separated. Updated formatting and minor amendments<br/>Hyperlinks updated</p> <p><b>12/2013</b><br/>Changed formatting - included procedure and policy in one document<br/>Changed title<br/>Major adjustments and inclusions to policy wording<br/>Material changes have been made. Delete ACPET<br/>Add external agencies</p> <p><b>25/1/2013</b><br/>Approved</p> <p><b>19/09/20 12</b><br/>Prior Approval</p> |               |             |
| <b>Signed and dated for Whitehouse Institute Pty Ltd</b> |   | Leslie Taylor | 2/5/19      |
|  | <b>Signature</b>   | <b>Name</b>   | <b>Date</b> |

| INFORMATION FOR PUBLISHING ON POLICY REGISTER |  |
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| <b>Category</b>                               | Governance   |
| <b>Stakeholders</b>                           | Academic Board<br>Executive Management<br>Academic Staff<br>Administration Staff<br>Students |