

## Grievance Procedure

In the event that a student has a grievance concerning any matter in relation to the training or organisation, there is a process in place to ensure that the grievance can be resolved amicably.

Students have the following courses of action available to them:

1. Initial classroom problems should be taken up with the respective lecturer; that is, Speak directly with the person concerned to resolve the problem within 7 days
2. Where the lecturer is not able to provide an equitable solution, or the problem persists students should contact the Student Services Officer, that is, If the student can not speak to the person concerned they should direct the matter both through an appointment, if possible, or in writing to the Student Services Officer within 21 days
3. If a solution is again not forthcoming students must put the issue in writing and address their concern to the Institute Director. The Institute Director will require specific information regarding the grievance in writing to allow all parties involved to be contacted and an explanation gained. This will be carried out in a 21 day period or sooner allow suitable assessment.
4. If the training or organisation, there is a process in place to ensure that the grievance is still unresolved, the student will be advised of external organisations, for example, police, counselling organisations, that may be able to assist.

All records of any training or organisation, there is a process in place to ensure that the grievance will be kept on file.

The organisation seeks to prevent appeals by ensuring that students are satisfied with their training product and its outcomes. Personnel are expected to be fair, courteous and helpful in all dealings with students.

Any grievance about any Assessment will be treated seriously, investigated thoroughly, and dealt with according to the merit of the grievance. The circumstances and results of any appeal are analysed by the Academic Board as deemed appropriate. Appeals must be made within 21 days of receipt of assessment.

***Appeal Procedure:***

- Notify Dean/lecturer/ trainer within 21 days.
- Trainer and/or Dean provide a written statement of outcome within a further 21 days.
- Seek reassessment or arbitration by a third party or panel acceptable to all parties to the appeal.
- If the appeal is still unresolved, the student will be advised of external organisations, for example, the relevant Government Department that may be able to assist.

All records of any appeals will be kept on file.