

# GRIEVANCE POLICY (STUDENTS)

## RATIONALE

North Melbourne Language and Learning (NMLL) aims to deliver courses in a safe and supportive environment. In the event where a student has a concern about the behaviour of another person attending NMLL, it is important to have in place a clear, structured process for reporting and resolving the problem. This policy seeks to provide a grievance process that students may use to raise their concerns in an appropriate manner.

## DEFINITIONS

**Grievance:** a concern about the behaviour of another person, this can include harassment of any form such as sexist or racist language, physical, emotional or verbal abuse

## LEGISLATIVE CONTEXT

All Victorian organisations, including NMLL, must comply with Commonwealth and State human rights legislation such as:

- *Disability Discrimination Act 1992*
- *Racial Discrimination Act 1975*
- *Racial Hatred Act 1995*
- *Sex Discrimination Act 1984*
- *Age Discrimination Act 2004*
- *Equal Opportunity Act 2004 (Vic)*

The major purpose of these Acts is to eliminate discrimination against people because of their disability, race, gender or age.

## PRINCIPLES

This policy is based on the principles that:

- all students should have the opportunity to raise issues and all issues are recorded and addressed as appropriate
- a process should exist to determine whether a grievance is justified
- when a grievance is not upheld, an appeal process should be available to an independent authority
- all students should be confident about the grievance and appeal process available to them.

# PROCEDURES

## Raising a problem / grievance

If you are unhappy about something that is happening at NMLL:

### 1. Talk to your teacher

- be clear about what you are unhappy about
- suggest some ways that NMLL can help
- be open minded about how the problem can be resolved
- your teacher will log your problem and may ask you to fill in an Incident Report.

### 2. If you are still unhappy, you could write to, or make an appointment to meet with, the NMLL Manager

- explain why you are unhappy with the way your teacher dealt with the problem
- be clear about what you are unhappy about
- say what you think could help resolve the problem
- be prepared to try different options
- the NMLL Manager will log your problem and ask you to fill in an Incident Report if you haven't already done so.

### 3. If you are unhappy with the NMLL Manager's suggestions or actions

- you can put your problem or concern in writing and send it to the Committee of Management, addressed to the Chairperson
- the Chairperson will send you a written response.

### 4. If you are unhappy with the Chairperson's response

- you can appeal to ACFE (Adult Community and Further Education Board) or the VRQA (Victorian Registration and Qualifications Authority)
- a meeting will be scheduled for you to attend to discuss your concerns
- you may wish to bring a friend, advocate or translator to support you
- any decision that is reached following this meeting will be final and binding.

### 5. If you are still unhappy and you no longer want to continue studying at NMLL, we will endeavour to assist you to find a suitable course of study elsewhere.

## ASSOCIATED DOCUMENTS

Incident Report (Attachment to this policy)  
Code of Conduct Policy

CHANGE HISTORY of POLICY	
Previously known as: Grievances Policy - Students	Initial approval date: 19 August 2002
Date last reviewed: 13 August 2010	This version approved at Committee of Management Meeting date: 12 June 2013
Policy review due: June 2016	



## INCIDENT REPORT

Name (of person raising the problem/grievance): \_\_\_\_\_

Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

Age: \_\_\_\_\_ Sex: \_\_\_\_\_

Date of Incident: \_\_\_\_\_ Time of Incident: \_\_\_\_\_

Describe the problem/grievance:

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How has the problem/grievance affected you?

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Names of Witnesses (if any) : \_\_\_\_\_

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Recommendations to correct the cause of the problem/grievance:

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Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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Name of Person Receiving Report: \_\_\_\_\_

Signature \_\_\_\_\_ Date: \_\_\_\_\_