

## 1. Overview

The purpose of this policy is to ensure that all students who enrol with the John Henry Institute (JHI) are provided with a professional and productive learning environment that is both harmonious and mutually rewarding for all concerned.

JHI recognises that differences and complaints can arise from time to time, and encourages individuals to raise their concerns as soon as possible to ensure timely resolution.

The purpose of this policy is to ensure a fair and consistent approach in dealing with complaints or appeals that arise in accordance with the principles of natural justice and procedural fairness. This policy applies to any person who is a current student or future student of JHI, or their parent/guardian.

JHI is committed to:

- Treating all complaints in accordance with our Privacy Policy and acting in a timely manner.
- Facilitating discussions with all parties to identify the issue and bring about resolution.
- Undertaking further investigation, when required, with record of action kept.
- Providing the complainant with a written statement of appeal outcome, including reasons for the decision.

## 2. Grievance Procedure

A grievance is any real or perceived problem, and may be about an act, omission, situation or decision you think is unfair, discriminatory or unjustified. The most appropriate method to deal with an issue, grievance or concern will depend on the circumstances and the nature of the complaint or appeal. Some complaints may be resolved easily without formality or process. More serious or damaging complaints must be dealt with formally, involving investigations.

## **Non Academic Grievance (the student experience)**

Students may have a grievance or wish to make a complaint regarding resources, facilities, staff or another person.

## **Academic Grievance (the qualification)**

JHI trainers and assessors will ensure that all assessments are conducted in accordance with National VET Regulator and Training Package rules and requirements, and that they satisfy the principles of assessment and the rules of evidence. Reasonable adjustments are available for assessment procedures to take account of equity issues, including special needs of an individual student if JHI has been advised of those needs, while ensuring the integrity of the assessment process.

At the commencement of the course, JHI trainers will advise students of the specific requirements of the competency standards against which they will be assessed, the assessment methods that will be used, and when the assessments will be conducted. If a student disputes course content, delivery of training or the results of an assessment they may lodge a complaint.

## **Procedure**

To lodge a complaint, a student must complete a **Grievance Form** and submit to:

Grievance Officer

John Henry Institute

PO Box 2854 PORT MACQUARIE 2444

info@jhi.edu.au

T: 02 6583 2321

The following procedure applies for both academic and non-academic grievances.

1. Initially, the student should speak to their Trainer and try to resolve the issue with the person involved.
2. If the matter remains unresolved, then the student should complete and submit a Grievance Form.
3. The grievance will be responded to in writing as soon as possible and the student will be kept informed of its progress by written communication.
4. Upon receipt of the Grievance, the Grievance Officer may arrange a meeting with the student to discuss the matter and obtain further information. Notes of the meeting should be taken and agreed on at the end of the interview.
5. The Grievance Officer, or their delegate, will commence an investigation within five (5) working days of receipt of a formal complaint.
6. Those involved in the complaint or appeal may be informed of the allegations and given an opportunity to present their side of the matter. The process will operate in a fair and unbiased manner. An individual being interviewed may bring a Support Person to an interview.
7. If a resolution cannot be achieved within thirty (30) working days, the student will be provided with a written explanation outlining reasons for the delay.
8. Where training was supported by Smart and Skilled, you can contact the Smart and Skilled Customer Support centre on 1300 772 104 or email [smartandskilled.enquiries@industry.nsw.gov.au](mailto:smartandskilled.enquiries@industry.nsw.gov.au). It is a requirement of Smart and Skilled that before making a complaint to the Department of Industry that you first attempt to resolve it with your training provider.

### **3. Appealing a Decision**

If a student disagrees with the outcome of their grievance, they have the right to appeal that decision. If they wish to appeal a decision, the request for review should be in writing and addressed to the Executive Manager.

The result of any appeal and the reasons for that decision will then be discussed with the student and provided to them in writing.

In the event the student is still not satisfied with the outcome they may obtain advice and assistance from the Australian Skills Quality Authority ([www.asqa.gov.au](http://www.asqa.gov.au)), NSW Fair Trading, NSW Ombudsman or Anti-Discrimination Board. As a delivery site for a RTO, JHI is required to take corrective and preventative action to address any matter raised in a complaint that is found to be substantiated.

### **4. Complaints Register**

All complaints will be logged in the JHI Complaints Register by the individual who receives the complaint. The outcome of the complaint or grievance will be recorded at the conclusion of the matter.

### **5. Confidentiality**

Records of grievances and their outcomes and the Complaints Register will be kept for a minimum period of five (5) years in strictly confidential files. Parties to the complaint will be allowed supervised access to these records upon request, while ensuring that the records are treated as confidential. Management of, and access to, any grievance records (including the complaints register) will be restricted as per privacy guidelines. All parties, subject to the grievance process, shall at all times treat grievances and appeals as confidential and shall not reveal the names of complainants making a grievance or where applicable those referred to in the grievance to any third party without the express permission of those concerned.