

GRIEVANCE AND APPEALS PROCEDURES

General Principles

General principles applying to all stages of either an Academic or Non-academic Grievance Procedure which will be adhered to by Contour College are:

- The complainant and respondent will have the opportunity to present their case at each stage of the procedure.
- The complainant and respondent have the option of being accompanied/assisted by a third person (such as a family member, friend or another staff member) if they so desire.
- The complainant and respondent will not be discriminated against or victimised.
- At all stages of the process, discussions relating to complaints, grievances and appeals will be recorded in writing. Reasons and a full explanation in writing for decisions and actions taken as part of this procedure will be provided to the complainant and/or the respondent if requested.
- Records of all grievances will be kept for a period of five years. These records will be kept strictly confidential and stored in the CEO's office.
- There is no cost for submitting a grievance with Contour College

Academic Grievance

Stage One

Academic grievances should be completed on the Academic Appeal Request Form and submitted or forwarded to;

Academic Review
Contour College
Unit 2/1 Bounty Close
Tuggerah Business Park NSW 2259

The Training and Development Manager will review the student's academic result/s in consultation with the appropriate staff member and complainant and make a determination on whether the result remains or if a re-assessment will be conducted.

The Complainant will be advised within 7 working days from the request being received by Contour College of the decision and their right to access Stage Two of this procedure if they are not satisfied with the outcome of Stage One.

Stage Two

If the Complainant is not satisfied with the outcome of Stage One they may request to have their Academic Appeal forwarded onto the College Director. The College Director will review all documentation and notify the complainant in writing the outcome of the appeal, including the reasons for the final decision, within 10 working days.

Non-Academic Grievance Procedure

Stage One

Non-academic grievance procedure requires the student to complete a Multi-Purpose Form to initiate a discussion. A review of the non-academic grievance will begin within two (2) working days of receiving the written form to any Contour College staff member.

The student may request a general meeting with a staff member including the Training and Development Manager if the issue relates to non-financial matters, or the Accountant for financial related matters.

If necessary, the student will be advised of a meeting time with the appropriate person to discuss their request, issue, etc., or receive a verbal and/or written response to their Multi-Purpose Form within 5 working days.

The complainant will be advised of their right to progress to Stage Two of the non-academic grievance procedure if they consider the matter unresolved.

Stage Two

If the complainant is not satisfied with the outcome of Stage One they may have their Multi-Purpose Form forwarded onto the College Director. In the event the Multi-Purpose Form implicates another student or staff member, Contour College General Principles will apply.

The College Director and Training & Development Manager will review all documentation, meet with all parties concerned and make a determination 10 working days from receipt of Stage Two notification. A written response will be provided to all parties, including their individual right to access Stage Three of this procedure if they are not satisfied with the outcome of Stage Two.

Stage Three

If the student is not satisfied with the outcome of Stage Two, the College Director will refer them to an external and independent arbiter. Contour College will give due consideration to any recommendations arising from the external review and advise the complainant within 10 working days of the decision.