



GRIEVANCE (NON-ACADEMIC MATTERS) PROCEDURE: INTERNATIONAL COUNSELLING STUDENTS

Responsible officer	Chief Academic Officer	
Contact	Policy Coordinator, policy@morling.edu.au	
Approved by	Academic Board	
Approval date	11 September 2019	
Effective date	11 September 2019	
Review date	September 2022	
Superseded documents	Grievance (Non-Academic Matters) Policy: International Counselling, Chaplaincy & Spiritual Care Students	
Related documents	Grievance Policy: International Counselling Students	
Procedure classification <i>Select a General OR an Academic option</i>	General	Academic Academic Governance

1. PURPOSE

To articulate the procedures for grievances relating to non-academic matters for international students enrolled in courses in either Counselling or Chaplaincy & Spiritual Care.

2. DEFINITIONS

Key Term - Acronym	Definition
CCLO	Chief Community Life Office
IHEA	Independent Higher Education Australia
MC	Morling College
Non-Academic matters	Administrative or other matters (for example, matters related to fees, withdrawals, expulsion, allegations of bullying or harassment, etc) and other action, inaction or decisions that students may consider are interfering with the progress of their studies or with the granting of an award.
Respondent	A person about whom a complaint is made.
Support Person	A person that a complainant or respondent elects to provide support during formal discussion meetings. They may include a co-worker, a family member or friend.

3. STEPS

STEP 1 – PERSONAL RESOLUTION

Confirm the grievance is a non-academic matter (see definition above). For grievances in regard to academic matters see Grievance (Academic Matters) Procedures: International Students.

Raise the concern or grievance with the academic staff member involved e.g tutor, lecturer, Head of Faculty. If the matter cannot be resolved proceed to the next step.

STEP 2 – SUBMIT GRIEVANCE IN WRITING TO CHIEF COMMUNITY LIFE OFFICE

Students submit details of their non-academic grievance in writing to the CCLO.

STEP 3 – CHIEF COMMUNITY LIFE OFFICE ADDRESSES GRIEVANCE

The CCLO will acknowledge receipt of the grievance within 5 working days and commence investigation within 10 working days.

The CCLO will determine the appropriate person to investigate the matter.

The CCLO will then, if necessary, arrange a meeting seeking to clarify the outcome that the complainant hopes to achieve. The student may choose to be assisted or accompanied by a support person of his/her choosing.

The CCLO will endeavour to resolve the grievance and provide a written report to the complainant within twenty working days of receipt of the grievance, including actions taken and reasons for the decision.

STEP 4 – UNRESOLVED GRIEVANCE TO THE PRINCIPAL

If the complainant is not satisfied with the response, they may submit a written account of the grievance to the Chief Academic Officer requesting a review within 20 working days of receipt of the outcome of Step 3. The CAO will acknowledge the request within 5 business days. During the course of the review, the CAO will consult with the complainant and all other relevant parties. Where possible, such consultations will be face-to-face.

Within 20 working days of receiving the grievance, the Principal will provide a written report to the complainant on the decision, rationale for that decision and any actions undertaken during Step 4 of this procedure. This notification will include the contact details for IHEA in the event the student wishes to request an external review of the MC process.

STEP 5 EXTERNAL REVIEW

Where the internal review process fails to resolve the grievance or complaint to the satisfaction of the complainant, the complainant can take the matter for independent, external review to Independent Higher Education Australia.

Contact details:

Chief Executive Officer

IHEA

Email: contact@ihea.edu.au

Tel: 03 9642 5212

The appeal process outlined above does not preclude the complainant seeking redress in other forums outside Morling. For example, the student may wish to take the matter further by selecting the appropriate body from among such organisations as the [Commonwealth Ombudsman International Students](#); [NSW Fair Trading Office](#); [Human Rights Commission](#); or the [Anti-Discrimination Board of NSW](#).

If one of the relevant outside authorities as outlined above gives a recommendation or directive in relation to a grievance they have reviewed, the Principal will ensure that the advised actions are implemented within 15 working days of being notified.

4. VERSION HISTORY

Version	Approved by	Approval Date	Effective Date	Changes made
1.1	Academic Board	11 September 2019	11 September 2019	Removed references to Chaplaincy and Spiritual Care
1	Academic Board	26 June 2019	26 June 2019	Procedures extracted from Grievance (Academic Matters) Policy: Education and Counselling 2014. Amended to reflect changes in roles and names. In line with legislative requirements: (i) Step 3 added requirement to commence investigation within 10 days. (ii) Added detail about external review options in Step 5. Removed 'who is not a practicing solicitor or barrister' from Step 3.

Always download this policy anew from the Policies folder on the Morling share drive Policies/Student Policies, as it may have changed.