



## GRIEVANCE PROCEDURE (NON-ACADEMIC MATTERS): EDUCATION; COUNSELLING, CHAPLAINCY AND SPIRITUAL CARE

<b>Responsible officer</b>	Chief Academic Officer	
<b>Contact</b>	Policy Coordinator, policy@morling.edu.au	
<b>Approved by</b>	Academic Board	
<b>Approval date</b>	26 June 2019	
<b>Effective date</b>	26 June 2019	
<b>Review date</b>	June 2022	
<b>Superseded documents</b>	Grievance (Non-Academic Matters) Policy: Education and Counselling 2014 (includes procedures)	
<b>Related documents</b>	Grievance (Non-Academic Matters) Policy: Education; Counselling, Chaplaincy and Spiritual Care.	
<b>Procedure classification</b> <i>Select a General OR an Academic option</i>	<b>General</b>	<b>Academic</b> Academic Governance

### 1. PURPOSE

To articulate the procedures for grievances relating to non-academic matters.

### 2. DEFINITIONS

Key Term - Acronym	Definition
CCLO	Chief Community Life Officer
Complainant	A person who makes a statement expressing discontent or unhappiness about a situation.
Grievance Officer	The CCLO or a suitable staff person selected by the Chief Operating Officer to investigate the grievance. Or a suitable external person selected by the CCLO to investigate the grievance.
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.
Student	A person who is enrolled at Morling College in the Faculty of Education or the Faculty of Counselling, Chaplaincy and Spiritual Care
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**

Raise the concern or grievance with the staff member involved. If the complainant is not comfortable with this or the matter cannot be resolved proceed to the next step.

#### **STEP 2 – SUBMIT GRIEVANCE IN WRITING TO CHIEF COMMUNITLY LIFE OFFICER**

Submit details of the grievance in writing to the CCLO.

#### **STEP 3 – CHIEF COMMUNITLY LIFE OFFICER ADDRESSES GRIEVANCE**

The CCLO will acknowledge receipt of the grievance within 5 working days.

The CCLO will become the 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 make all reasonable attempts 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 Principal requesting a review within 20 working days of receipt of the outcome of Step 3. The Principal will acknowledge the request within 5 business days. During the course of the review, the Principal 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](mailto: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 [Study Assist](#), [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.

## 1. VERSION HISTORY

Version	Approved by	Approval Date	Effective Date	Changes made
1	MCS Board	30 July 2019	30 July 2019	Procedures extracted from Grievance (Academic Matters) Policy: Education and Counselling 2014. CCLO able to appoint an external investigator if appropriate. Amended to reflect changes in roles and names. IHEA contact details included. 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