



GRIEVANCE PROCEDURE: EDUCATION; COUNSELLING, CHAPLAINCY & SPIRITUAL CARE; AND MORLING RESIDENTIAL

Version	2.00	Number of pages	7
Responsible officer	Director of Student Services		
Contact	Andre Kurniawan, andrek@morling.edu.au		
Approved by	Chief Community Life Officer		
Access level <i>Select from the drop-down menu</i>	Public		
Dissemination Range	All staff and students		
Approval date	2 September 2022		
Effective date	2 September 2022		
Review date	September 2025		
Superseded documents	Grievance Procedure (Academic Matters) Ed CCSC v1 Grievance (Non-Academic Matters) Procedure Ed CCSC v1 Grievance Procedure (Academic Matters) International Counselling Students v1.1 Grievance Procedure (Non-Academic Matters) International Counselling Students v1.1		
Related documents	Grievance Policy –Education; Counselling, Chaplaincy & Spiritual Care; and Morling Residential Sexual Assault and Sexual Harassment Prevention and Response Policy Sexual Assault and Sexual Harassment Prevention and Response Procedure		
Higher Education Standard	HES_2.4		
Document classification <i>Select from the drop-down menu</i>	Student Services and Administration		

1. PURPOSE

To articulate the procedures for the raising and handling of grievances by students enrolled in a MC course or as a resident of MC. The procedures in this document apply to current and prospective, domestic, and overseas, students who are studying a course offered by MC in its capacity as a Higher Education Provider, and for residents who have signed a contract for accommodation on a Morling campus. They do not apply to grievances that relate to studies undertaken in courses offered by Morling under a third-party arrangement with other providers.

Grievances related to Inappropriate or Unwanted Behaviour related to bullying, harassment, sexual harassment and/or sexual assault students or residents should be processed in accordance with MC’s Sexual Assault and Sexual Harassment Prevention and Response Policy and Sexual Assault and Sexual Harassment Prevention and Response Procedure.

2. DEFINITIONS

Key Term - Acronym	Definition
Academic matters	Include, but are not limited to, matters relating to admissions, courses, units, review of a grade, credit transfer or advanced standing, quality assurance, student progression and eligibility for graduation.
CAO	Chief Academic Officer
CCLO	Chief Community Life Officer
Complainant	A person who makes a statement expressing discontent or unhappiness about a situation.
Dean of Residents	The Dean of Residents oversees Morling Residential, including Morling Residential College and Morling Village.
Grievance Officer	A suitable person selected (per this policy) to investigate the grievance.
MC	Morling College Limited, which includes Morling College and Morling Residential College.
MC course	A course that is provided by Morling College in its own capacity as a Higher Education Provider, not under a third-party arrangement with another provider, and is accredited through TEQSA.
MR and MRC	Morling Residential and Morling Residential College– encompassing those living on a Morling Campus, excluding staff.
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.

Overseas student	A student who is studying in Australia whilst on a student visa.
Resident	A person who has signed a contract for accommodation on a Morling campus, excluding staff who are under a different accommodation arrangement.
Residential matters	Administrative or other matters (for example, matters related to fees, living arrangements, accommodation standards or relational conflicts or concerns etc.) and other action, inaction or decisions that residents may consider are interfering with their accommodation experience.
Respondent	The person about whom the complaint is made.
Staff	Includes academic and administrative employees employed on permanent, fixed term and casual arrangements.
Student	A person who is enrolled in a course at Morling College.
Support person	A person that a complainant or respondent elects to provide emotional support during formal discussion meetings. They are not there to speak on behalf of the complainant or respondent. They may include a co-worker, a family member or friend.

3. STEPS

STEP 1 – PERSONAL RESOLUTION

- 1.1 If the complainant feels safe doing so, in the first instance they should attempt to resolve the issue informally by speaking directly with the person(s) involved with the grievance.
- 1.2 Depending on the concerns, the complainant should clarify the situation with the person(s) involved with the grievance, obtain more details or reasons, communicate their concerns or the effect the person's behaviour has had on them. The complainant should also communicate their expectations and preferred outcomes.
- 1.3 The complainant should keep written records of this conversation and any further conversations, with the knowledge of the other person(s) involved, should this be required at a later date.
- 1.4 Should the complainant not feel safe in bringing the issue directly to the person(s) involved or such an action does not result in a suitable outcome, they should continue with the formal grievance procedure, as outlined from Step 2 onwards.

STEP 2 – SUBMIT GRIEVANCE IN WRITING

- 2.1 Confirm whether the grievance is an academic matter or a non-academic matter, as per the definitions above.
- 2.2 For academic matters, submit details of the grievance in writing to the CAO.
- 2.3 For non-academic matters, submit details of the grievance in writing to the CCLO.
- 2.4 For residential matters, submit details of the grievance in writing to the Dean of Residents.
- 2.4 For academic grievances that implicate the CAO , non-academic grievances that implicate the CCLO, and residential grievances that implicate the Dean of Residents submit details of the grievance in writing to the Principal.
- 2.5 Please note, as per the *Student Grievance Policy*, a grievance relating to the appeal or dispute of a result or decision must be lodged within 20 working days of notice of that result or decision.
- 2.6 A formal written grievance should include the following information:
 - the complainant’s name, location and contact details;
 - the name of the respondent (if the grievance is in relation to a person);
 - details of the specific incident or issue including dates, locations and actions already taken; and
 - the outcome the complainant is seeking.

STEP 3 – GRIEVANCE OFFICER IS APPOINTED

- 3.1 The CAO, CCLO, Dean of Residents or Principal (whichever is relevant) shall acknowledge receipt of the grievance within 5 working days, informing the complainant who has been appointed as the Grievance Officer for their grievance.

STEP 4 – GRIEVANCE OFFICER ADDRESSES GRIEVANCE

- 4.1 The Grievance Officer will commence investigation of the grievance within 5 working days of being appointed to handle the grievance by organizing an initial meeting with the complainant. The Grievance Officer must state to the complainant their right to bring a support person to the meeting.
- 4.2 The purpose of such a meeting is to inform the complainant of the process moving forward, ensure they are aware of the principles outlined in the *Student Grievance Policy*, and clarify/collect more evidence from the complainant in relation to their grievance, ensuring everything spoken about is documented.
- 4.3 The Grievance Officer will ensure to take details of witnesses and/or other involved parties.

- 4.4 The Grievance Officer will write a summary of the meeting with the complainant, sending it to the complainant for the complainant to confirm the summary as an accurate record of the meeting.
- 4.5 The Grievance Officer will meet with the respondent, informing them of their right to a support person at any and all meetings, and collect information and evidence from the respondent, taking note of details of witnesses and/or other parties involved from the respondent.
- 4.6 The Grievance Officer will write a summary of the meeting with the respondent, sending it to the respondent for the respondent to confirm the summary as an accurate record of the meeting.
- 4.7 The Grievance Officer will meet with each witness and/or other parties involved to collect as much evidence and information as possible, ensuring to send each person interviewed a summary of their respective meetings for them to confirm as an accurate record of their respective meetings.
- 4.8 The Grievance Officer may determine to complete steps 4.2 to 4.7 as many times as necessary to ensure they have as much accurate evidence and information as they can possibly receive.
- 4.9 The Grievance Officer may determine, with appropriate permissions, to access security footage as necessary to ensure information gained from interviews is accurate and factual.

STEP 5 – OUTCOME OF A GRIEVANCE INVESTIGATION

- 5.1 The Grievance Officer will provide an in-depth report based on their investigation of the grievance to the CAO, CCLO, Dean of Residents or Principal (as appropriate), including an outcome and, if relevant, a list of recommended actions arising as a result of the grievance.
- 5.2 The CAO, CCLO, Dean of Residents or Principal (as appropriate) will check the report to ensure it follows the principles outlined in the *Student Grievance Policy*. If they do not believe the investigation was conducted in an appropriate and rigorous manner, they may determine to complete their own investigation, informing the complainant and respondent of that decision in writing.
- 5.3 If the CAO, CCLO, Dean of Residents or Principal (as appropriate) determines the investigation conducted by the Grievance Officer was done so in an appropriate and rigorous manner, they will determine which actions, if any, should be implemented from those recommended by the Grievance Officer and/or other actions they determine as appropriate. They will then inform the Grievance Officer, confirming the outcome of the investigation and resulting actions, if any.
- 5.4 Actions arising from a grievance can include, but are not limited to:

- disciplinary actions;
 - training to assist in addressing the problems underpinning the grievance;
 - monitoring to ensure that there are no further problems;
 - implementing a new policy and/or reviewing existing policy; and/or
 - implementing new systems and/or updating existing systems.
- 5.5 The Grievance Officer, within 10 working days of receipt of confirmation of the outcome, will write a report outlining the outcome of the investigation of the grievance, detailed reasons as to why the decision was reached, and the actions, if any, arising as a result. The report must also state that both the complainant and the respondent, if unsatisfied with the outcome and/or resulting actions, may appeal the outcome to the Academic Board for academic matters and to the Morling College Board for non-academic or residential matters, within 20 working days of receiving notice of the outcome of the investigation.
- 5.6 If both the complainant and respondent indicate their acceptance of the outcome of the investigation, or if 20 working days pass without the complainant or respondent appealing the outcome, the Grievance Officer will inform the CAO, CCLO, Dean of Residents or Principal (as appropriate) and any actions arising as a result will be implemented immediately.
- 5.7 A statement indicating that the actions have been implemented must be sent to the complainant and respondent as soon as they have been enacted.

STEP 6 – APPEAL OF OUTCOME OF GRIEVANCE

- 6.1 If unsatisfied with the outcome of the investigation of the grievance, either the complainant or the respondent may appeal the outcome within 20 working days of receipt of notice of the outcome.
- 6.2 To appeal the outcome, a letter summarising the grievance and detailing why the grievance investigation is believed to be unsatisfactory must be sent to:
- the Academic Board for grievances relating to an academic matter; or
 - the Morling College Board for grievances relating to a non-academic or residential matter.
- 6.3 The relevant body will notify the complainant and the respondent of receipt of the appeal within 10 working days, asking the complainant and the respondent to provide supporting documentation.
- 6.4 Upon receipt of notification of receipt of appeal, the complainant and respondent will have 10 working days to submit all supporting documentation.
- 6.5 The relevant body will review the supporting documentation and the report provided by the Grievance Officer. If it deems appropriate, it may also initiate further investigation, which may include the use of an external third-party.

- 6.6 The relevant body will then determine its decision. Upon determination of its decision, the relevant body will, within 10 working days, notify the CAO, CCLO, Dean of Residents or Principal (as appropriate), and provide the complainant and the respondent with a statement of the outcome, including detailed reasons as to why the outcome was reached, any resulting actions, and the right of the complainant and the respondent to seeking an appeal through an external body.
- 6.7 The statement of the outcome must include contact details for Independent Higher Education Australia (IHEA):
- Chief Executive Officer
IHEA
Email: contact@ihea.edu.au
Tel: +61 3 9642 5212

STEP 7 – EXTERNAL REVIEW

- 7.1 If either the complainant or the respondent remains unsatisfied with the outcome after the grievance was sent to the relevant body, they may appeal the outcome of the grievance investigation by submitting it for external review.
- 7.2 The preferred body for external review is IHEA, with the contact details for IHEA being provided to the complainant and the respondent in the statement of outcome, as determined by step 6.7.
- 7.3 The outcome of a grievance investigation can also be submitted for external review to authorities other than IHEA, as outlined in the *Student Grievance Policy* under ss. 5.29-31.
- 7.4 The Principal will ensure recommendations or directives provided to MC in relation to a grievance from an external authority are implemented immediately with written confirmation of this sent to both the complainant and the respondent.

VERSION HISTORY

Version	Approved by	Approval Date	Effective Date	Changes made
2.0	Chief Community Life Officer	7 Sept 2022	7 Sept 2022	Consolidated the following to create this procedure: <i>Grievance Procedure (Academic Matters) Ed CCSC v1</i> ; <i>Grievance (Non-Academic Matters) Procedure Ed CCSC v1</i> ; <i>Grievance Procedure (Academic Matters) International Counselling Students v1.1</i> ; <i>Grievance Procedure (Non-Academic Matters) International Counselling Students v1.1</i>

Always download this document anew to ensure you have the latest version.