



CREATIVE INDUSTRIES

AREA	Grievances and Appeals
TITLE	Complaints and Grievances
CODE	B9.01
POLICY VERSION #	

SUMMARY:

This is a statement of JMC Academy's policy relating to the resolution of student complaints and grievances (non-academic).

SCOPE:

POLICY:

This policy applies to a JMC Academy enrolled student and a potential JMC Academy student (hereafter called 'student'). All students of the College or those seeking to enrol in a course of study with the College are advised in plain English in the JMC Academy Student Handbook of the steps to resolving student complaints and grievances as follows:

Step One

If you have a complaint or grievance you need to advise your lecturer/tutor or Head of Department immediately in order for the matter to be resolved. If the matter is unable to be resolved, please refer to the JMC Academy Student Handbook and make an appointment with the Campus Manager to discuss the situation. (This can be done via Administration)

Step Two

In preparation for this meeting, write down your complaint or grievance, ensuring that you are specific. The JMC Academy cannot resolve the issue otherwise. Please make sure you sign this letter.

Should you and the Campus Manager not be able to resolve the situation, the Campus Manager will make an appointment for you to talk with the Chief Executive Officer or the Chief Executive Officer's representative.

Step Three

You are welcome to bring a support person to the meeting between you and the Chief Executive Officer. If the issue is not resolved, the JMC Academy will contract a mediator to assist in the resolution the matter.

Step Four

You will be notified in writing of the outcomes of the process.

In addition every student is entitled to access on request the detailed information set out in this policy and the associated procedure.

POLICY:

It covers any aspect of a student's experience at JMC Academy, which is not specifically covered by another policy. This policy covers, but is not limited to grievances which may arise as a result of:

- Enrolment
- Payment of fees
- Refunding of fees
- Student charges
- Interaction with Academy staff
- Provision of JMC Academy services
- Provision of JMC Academy products

The following matters are covered by specific policies and are therefore excluded from the operation of this policy:

- Assessment appeals
- Sexual harassment
- Discrimination.

A complaint or grievance alleging criminal action needs to be referred to the police. Criminal activity includes stealing, vandalism and inflicting bodily harm on another student or staff member. Complaints of this nature need to be referred immediately to the Chief Executive Officer.

At JMC Academy:

- Information about JMC Academy's complaints and grievances procedure is given to the student upon initial enquiry to JMC Academy in the Information for Potential Students brochure provided in the Student Information Pack
- Information about JMC Academy's complaints and grievances procedures is given to all enrolled students in the JMC Academy Student Handbook
- The complaints and grievances procedure is undertaken by JMC Academy without cost to the student, except where a student should be dissatisfied with the outcome of an Appeal hearing, where the student may seek resolution from an external mediation service
- Student complaints or grievances are resolved promptly, objectively and with sensitivity and in complete confidentiality
- The complaints and grievances handling system is student focussed and prevents complaints or grievances from recurring
- There is a consistent response to complaints and grievances
- Student complaints and grievances are an opportunity to improve JMC Academy systems.

A detailed procedure has been developed to support this policy.

Definitions

Advocate

A person nominated by a student to present their case in an appeal. This person must not be a legal practitioner. International Students may use the International Student Support Officer.

Complaint or grievance

A complaint or grievance can be defined as a student's expression of dissatisfaction with an aspect of JMC Academy's services and activities.

Complainant

The student making the complaint or grievance.

Senior Management Committee

The JMC Academy Senior Management Committee.

Governing Council

JMC Academy Governing Council.

POLICY:

Hearing

A face-to-face meeting

Product

In this context, a material good/s provided to a student, either free of charge or for a fee, to assist them to study at JMC Academy.

Service

In this context, an act done for a student as part of their experience at JMC Academy.

Student

In this context, a person who is either enquiring about enrolling in a program of study at JMC Academy, or a person who has enrolled in a program of study at JMC Academy.

Written notice/letter

Unless otherwise specified, written notice/letter can include notification by presentation with a written document, mailed or couriered letter, email and/or fax.

A procedure has been designed that provides a transparent, fair and consistent system for students to use to make complaints or express grievances and to have those issues resolved promptly.

This policy and associated procedures do not apply to Academy staff wishing to pursue a grievance. Staff members wishing to pursue a grievance should refer to the appropriate policy.

Positions responsible for implementing policy

- Administration
- Student Recruitment and Admissions
- Academic Staff
- Campus Manager
- Director of Education
- Director of Marketing and Brand
- Director of International Services
- Director of Finance and Operations
- Chief Executive Officer
- Senior Management Committee
- Academic Board and committees
- Governing Council.

DATE OF ORIGIN/ LAST APPROVED CHANGE	VERSION NUMBER AT CHANGE	DATE EFFECTIVE FROM	AUTHORISED BY	EMENDATIONS TO THIS DOCUMENT MADE BY:
110531/1302		1302	Academic Board	A Broughton

ACTION	RESPONSIBILITY	TIMING