

Complaints and Appeals Policy (Students)

Rationale

FSNLC aims to deliver courses in a safe and supportive environment.

In the event where a student has a concern about the behaviour of another person attending FSNLC, it is important to have in place a clear, structured process for reporting and resolving the problem.

This policy seeks to provide a grievance process that students may use to raise their concerns in an appropriate manner.

Definitions

- Grievance: a concern about the behaviour of another person, this can include harassment of any form such as sexist or racist language, physical, emotional or verbal abuse.
- Complaint: A complaint is any expression of dissatisfaction with an action, product or service of an education and training provider.
- Appeal: An appeal is where a client of an RTO may dispute a decision made by an RTO. The decision made by the RTO may be an assessment decision or any other aspect of the RTO's operation.

Legislative Context

All Victorian organisations, including FSNLC, must comply with Commonwealth and State human rights legislation and directions such as:

- Disability Discrimination Act 1992
- Racial Discrimination Act 1975
- Racial Hatred Act 1995
- Sex Discrimination Act 1984
- Age Discrimination Act 2004
- Equal Opportunity Act 2004 (Vic)
- Disability Act 2006
- Charter of Human Rights and Responsibilities Act 2006 (Vic)

The major purpose of these Acts is to eliminate discrimination against people because of their disability, race, gender or age.

Principles

This policy is based on the principles that:

- All students should have the opportunity to raise issues and all issues are recorded and addressed as appropriate.
- A process should exist to determine whether a grievance is justified.
- When a grievance is not upheld, an appeal process should be available to an independent authority.
- All students should be confident about the grievance and appeal process available to them.

Procedures

If you have a problem, grievance or are unhappy about something that is happening at FSNLC:

1. Talk to your teacher

- Be clear about what you are unhappy about
- Suggest some ways that FSNLC can help
- Be open minded about how the problem can be resolved
- Your teacher will log your problem and may ask you to fill in an Incident Report

2. If you are still unhappy, you could write to, or make an appointment to meet with, the FSNLC Manager

- Explain why you are unhappy with the way your teacher dealt with the problem
- Be clear about what you are unhappy about
- Say what you think could help resolve the problem
- Be prepared to try different options
- The FSNLC Training Coordinator will log your problem and ask you to fill in an Incident Report if you haven't already done so

3. If you are unhappy with the FSNLC Training Coordinator's suggestions or actions

- You can put your problem or concern in writing and send it to the Committee of Management, addressed to the President
- The Chairperson will send you a written response

4. If you are unhappy with the Chairperson's response

You can appeal to ACFE, VRQA or HESG (details of the Victorian Training Guarantee Contract Compliance Complaints Management Guide available via the student portal on the FSNLC website)

- A meeting will be scheduled for you to attend to discuss your concerns
- You may wish to bring a friend, advocate or translator to support you
- Any decision that is reached following this meeting will be final and binding

5. If you are still unhappy and you no longer want to continue studying at FSNLC, we will endeavour to assist you to find a suitable course of study elsewhere.

Associated Documents

Student Handbook - Complaints and Appeals Procedure