



Cairnmillar
INSTITUTE

Treatment | Education | Research

Student Grievance Policy

Academic and Non-Academic Matters

Policy Name	Student Grievance Policy
Policy number	SSP007
Date approved	10 August 2022
Approving body	Academic Board
Responsible officer	Chief Executive Officer
Implementation officer	Dean
Next review date	Five years after date of approval
Linked policies	TPL004 Academic Integrity and Student Conduct Policy SSP008 Academic Progress and Review Policy
Linked forms and documents	SSP007 Student Grievance Procedure

1. Purpose of this policy

The Cairnmillar Institute (the Institute) is committed to implementing effective grievance procedures that, where possible, are managed quickly and effectively.

The purpose of the policy is to provide a process for students to pursue grievances that are not covered by other, specific policies and procedures.

2. Scope

The policy applies to students of the Institute in relation to a grievance they have in either academic or non-academic matters.

3. Policy

3.1. The institute will uphold its core values and commitment to equity and fairness in its approach to the resolution of student grievances by:

- a) Creating procedures for handling student grievances that will be reviewed with each review of this policy.
- b) Ensuring staff and students are informed of the grievance procedures through staff/student induction and orientation programs and making these publicly available on the Institute website
- c) Ensuring student grievances are dealt with fairly and in a timely manner by following the procedures of this policy
- d) Ensuring that the principles of natural justice are observed in the conduct of proceedings to which this policy relates, and that the processes and procedures do not victimise or discriminate against any complainant or respondent
- e) Ensuring impartial mediation by a trained mediator is available if needed
- f) Undertaking appropriate actions to address systemic or underlying causes with a view to preventing problems from occurring or recurring
- g) Providing support and advice to students who require assistance beyond that provided by the Institute.

4. Responsibilities

4.1. Staff will:

- a) Comply with this policy and its procedures
- b) Respond appropriately and in a timely manner to an informal student grievance they have been made aware of
- c) Where a formal grievance is submitted, the relevant staff will respond appropriately to ensure a decision is made in a timely manner.

4.2 Students will:

- a) Comply with this policy
- b) In making a complaint or grievance, do so with integrity and honesty
- c) Abide by the procedures of this policy
- d) Provide any available documentation relevant to the complaint or grievance being made.