1. Policy

1.1 Smart City Vocational College Pty Ltd is committed to providing an effective, efficient, timely, fair and confidential non–academic grievance handling procedure for all Learners.

1.2 Complainants are entitled to access this grievance procedure regardless of the location of the campus at which the grievance has arisen, the Complainant’s place of residence or mode of study.

1.3 Non–Academic matters include those matters which relate to Learner progress, assessment, course and include complaints in relation to personal information that the provider holds in relation to the Learner.

1.4 This Non–Academic Grievance Policy and Procedure will be made available to Learners enrolled with Smart City Vocational College Pty Ltd through publication on the website www.smartcitycollege.edu.au and Learner Handbook.

1.5 This Non–Academic Grievance Policy and Procedure was agreed to and ratified by the Queensland Department of Education, Training and Employment on 20 December 2012.
2. **Scope**

This policy applies across Smart City Vocational College and all its related training operations.

3. **Definitions**

All definitions are detailed in the Glossary contained at the back of the Policy and Procedure Manual.

**The Act** refers to the Higher Education Support Act 2003;

**Learner/s** refers to all persons enrolled in a VET unit of study that meets the course requirements under sub clause 45(1) of Schedule 1A of the Act who are, or would, be entitled to VET FEE–HELP assistance under clause 43 of Schedule 1A of the Act;

**Complainant** refers to Learners (as defined above) who have lodged an academic complaint with Smart City Vocational College Pty Ltd.

4. **Procedure**

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<th>Procedural Overview</th>
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<td>1</td>
<td>General principles applying to all stages of this grievance procedure which will be adhered to by Smart City Vocational College Pty Ltd, are:</td>
<td>All staff</td>
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<td>• The Complainant and respondent will have the opportunity to present their case at each stage of the procedure.</td>
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<td>• The Complainant and the respondent have the option of being accompanied/assisted by a third person (such as a family member, friend or counsellor) if they so desire.</td>
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<td>• The Complainant and the respondent will not be discriminated against or victimised.</td>
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<td>• At all stages of the process, discussions relating to complaints, grievances and appeals will be recorded in writing. Reasons and a full explanation in writing for decisions and actions taken as part of this procedure will be provided to the Complainant and/or the respondent if requested.</td>
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<td>• Records of all grievances will be kept for a period of five years. These records will be kept strictly confidential and stored in the office of the Campus Manager.</td>
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<td>• A Complainant shall have access to this grievance procedure at no cost.</td>
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Stage One:

Formal grievances should be submitted in **writing** to:

**Rockhampton Campus**
The Campus Manager  
PO Box 747  
Rockhampton QLD 4700

**Toowoomba Campus**
The Campus Manager  
PO Box 3296  
Toowoomba QLD 4350

**Bundaberg Campus**
The Campus Manager  
Suite 2/22 Woongarra Street  
Bundaberg QLD 4670

**Hobart Campus**
The Campus Manager  
PO Box 4601  
Bathurst St Post Office  
Hobart TAS 7000

**Maroochydore Campus**
The Campus Manager  
PO Box 1323  
Caloundra QLD 4551

**Distance Education**
The Distance Education Manager  
PO Box 5018  
Maroochydore QLD 4558

**Ballarat Campus**
The Campus Manager  
PO Box 1221  
Wendouree Village VIC 3355

**Hervey Bay Campus**
The Campus Manager  
3/19 Torquay Road  
PIALBA QLD 4655

The Campus Manager within Smart City Vocational College Pty Ltd will then assess the grievance, determine the outcome and advise the Complainant in writing of their decision within 48 hours.

The Complainant will be advised of their right to access stage two of this procedure if they are not satisfied with the outcome of Stage One.

Stage Two:

If the Complainant is not satisfied with the outcome of Stage One they may lodge an appeal in writing addressed to:

The Chief Executive Officer  
Smart City Vocational College  
PO Box 5018  
Maroochydore QLD 4558

The Complainant’s appeal will be determined by an independent and impartial officer of Smart City Vocational College Pty Ltd (the Reviewer).

The Reviewer will conduct all necessary consultations with the Complainant and other relevant persons and make a determination of the appeal. The Complainant
The Complainant will be advised of the outcome of their appeal, including the reasons for the decision, within 48 hours.

The Complainant will be advised of their right to progress to Stage Three of the grievance procedure if they consider the matter unresolved.

**Stage Three:**

If the Complainant is not satisfied with the outcome of Stage Two they may request that the matter be referred to an external dispute resolution process by a body appointed for this purpose by Smart City Vocational College.

The details for the external body and contact person are:

LEADR Association of Dispute Resolvers  
(02) 9251 3366  
Level 1, 13–15 Bridge Street  
Sydney NSW 2000

Smart City Vocational College Pty Ltd will give due consideration to any recommendations arising from the external review within 48 hours. All parties to the complaint will have access to the relevant grievances records for at least five years.

### 5. References

Standards for Registered Training Organisations (RTOs) 2015  
Standard 4 – Clause 4.1  
Standard 5 – Clause 5.2  
Standard 6 – Complaints and Appeals

### 6. Supporting Documentation

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