
STUDENT COMPLAINTS AND GRIEVANCES POLICY

1. Purpose

This policy outlines requirements for the submission, management and resolution of student complaints and grievances regarding any aspect of their experience in the Executive Master of Public Administration (EMPA).

2. Scope

This policy applies to ANZSOG administrative processes for managing and resolving complaints and grievances raised by students enrolled in the EMPA program.

3. Guiding Principles

- 3.1 ANZSOG recognises a student's right to make a complaint and takes a broad approach to the types of complaints a student may raise as long as it is relevant to the EMPA core program and its administration and delivery, including enrolment, and learning support systems and services.
- 3.2 ANZSOG is committed to addressing complaints in a timely way with procedural fairness and with consideration of all relevant available supporting evidence and/or independent advice as required.
- 3.3 ANZSOG seeks to address complaints and grievances through a resolution process that is:
- i. impartial and fair to all parties involved
 - ii. carried out with transparency and consistency
 - iii. accessible and available to all students and staff
 - iv. handled within reasonably established timelines proportionate to the nature of the complaint
 - v. respectful of the privacy of all parties involved
 - vi. appropriate for dealing with complex and sensitive issues.
- 3.4 A student submitting a formal grievance has the right to a fair and thorough review, based on the principles of this policy. A student may lodge a grievance without fear of reprisal.
- 3.5 ANZSOG staff members managing a complaint or grievance will progress the matter as quickly as possible to appropriate authorities within ANZSOG following receipt of all relevant material from the complainant. In addition, the complaint manager will maintain appropriate confidentiality.
- 3.6 ANZSOG will monitor complaints and undertake actions required to address any underlying causes.
- 3.7 ANZSOG cannot take responsibility for a complaint or grievance not directly related to its students, staff or systems but can offer students assistance to clarify a grievance process with their conferring university if required.

4 Policy Statement

4.1 When to lodge a complaint

- i. EMPA enrolled students may raise any concern regarding interactions between fellow students, or between the student and an ANZSOG staff member, Subject Leader, or any contributors or regarding ANZSOG procedural and administrative matters.
- ii. Examples of the types of complaints students may raise are outlined in the **Student Complaints and Grievances Procedures. Complaints will normally be resolved informally.**

4.2 When to lodge a grievance

- i. If a student can make a legitimate case on procedural grounds that the complaint was not resolved satisfactorily, or if new information has come to light that may have resulted in a different resolution, a student may choose to escalate a complaint to the EMPA Academic Director and/or the ANZSOG Dean/CEO for investigation or review through a formal grievance process. Refer to the **Student Complaints and Grievances Procedures** for more information.

4.3 Vexatious complaints

ANZSOG reserves the right not to implement a complaint or grievance resolution process if there are reasonable grounds to believe the complaint or grievance is vexatious or cannot be substantiated under investigation.

4.4 Processing a complaint or grievance

- i. Complaints or grievances must be lodged in line with the process and timeframe prescribed in the **Student Grievance and Complaints Procedure**.
- ii. In most cases complaints will be resolved at the administrative or core subject level with the core subject leader without the need for formal investigation or mediation.
- iii. In some instances, a student will choose to lodge a formal grievance and this will be referred to the EMPA Academic Director and/or to the ANZSOG CEO/Dean for formal investigation or review.
- iv. After careful consideration of supporting evidence, EMPA administrative staff or the core subject leader depending on the nature of the complaint will propose and implement appropriate measures for its resolution, or in the case of a grievance the EMPA Academic Director or ANZSOG CEO/Dean will determine an appropriate response on investigating the matter.

4.5 Notification of an outcome

- i. The ANZSOG appointed complaint manager will notify students in writing about the outcome of the complaint or grievance.
- ii. If a complaint or grievance is determined to be valid, the complainant will be advised of the next steps of the proposed resolution or that the resolution has been implemented.
- iii. If a complaint is determined to be invalid, a student may proceed to lodge a grievance if there are reasonable grounds to do so, particularly if the student does not believe there has been procedural fairness demonstrated or if new information has become available. Reasonable grounds are explained in detail in the **Student Complaints and Grievances Procedure**.
- iv. If a grievance is determined to be invalid, the student will be notified with clear reasons supporting the decision and ANZSOG will discontinue further investigation or action on the matter.
- v. Following exhaustion of the internal complaint processes, for matters which there is no external avenue of appeal, or complaint mechanism available, a student can request an independent external review.

4.6 Withdrawal of complaint

- i. At any time during the process a complainant may withdraw a complaint by notice in writing to ANZSOG. At this point there will be no further ANZSOG progress of the matter with the complainant.
- ii. ANZSOG reserves the right to investigate matters on its own initiative based on information that has been provided as part of a withdrawn complaint or based on information that ANZSOG has subsequently acquired that is relevant to the withdrawn complaint.

4.7 Unreasonable complainant conduct

- i. A complainant will comply with all aspects of the complaints process in a reasonable manner.
- ii. ANZSOG will take action to restrict access to the student complaint process where it is determined that the behaviour of a complainant is having a disproportionate and unreasonable impact on ANZSOG staff, other students, ANZSOG services, time and/or resources. For example, through unreasonable persistence where the substance of the complaint has already been considered and resolved by ANZSOG. Other unreasonable responses from the complainant includes lack of

cooperation such as not providing the required supporting information requested by ANZSOG, or by sending excessive communications regarding the complaint.

4.8 Other avenues of feedback

- i. A student may elect to provide feedback through the online feedback form for the EMPA subject where they are not seeking a formal resolution but would like to submit feedback about their experience with the ANZSOG delivery and organisation of the core subjects of the EMPA or make suggestions for improvement.
- ii. Students can request or seek out ANZSOG staff at any time to raise feedback informally.

4.9 Record keeping

- i. All information captured and recorded in relation to a student grievance or complaint will be maintained in accordance with ANZSOG's **Information Management and Privacy** policies.

5 Definition of Terms

Term	Definition
Appeal	a request in writing in relation to a decision or penalty applied by ANZSOG.
Complainant	the student or prospective students who has initiated the complaint.
Complaint	an issue or concern raised by a student who considers they have been wronged because of an action, decision or omission within the control or responsibility of ANZSOG that can be resolved informally and without a detailed investigation.
Complaint manager	ANZSOG staff member with responsibility for managing the complaint.
Core subject	a compulsory subject within the EMPA program that must be satisfactorily completed to meet the requirements of the program
External Review	an escalated complaint which is not able to be resolved by the EMPA program Subject Leader, and matters relating to allegations of misconduct where detailed investigation is required and/or disciplinary action against a student or staff member may be an outcome.
Grievance	includes escalated complaints which are not able to be resolved by the EMPA program Subject Leader, and matters relating to allegations of misconduct where disciplinary action against a student or staff member may be an outcome.
Respondent	a person or organisational unit against whom a complaint has been raised.
Review	internal review process conducted by ANZSOG.
Student	any person enrolled in ANZSOG's EMPA Program.

6 Related Policies

- Academic Integrity
- Code of Conduct
- Diversity, Equity and Inclusion
- Information for Prospective and Current Students
- Information Management
- Privacy
- Student Disability

7 Version History

Version	Audience	Responsibility	Approved By	Approval Date	Last Reviewed
1	Current Students Subject Leaders ANZSOG EMPA Delivery Team	Associate Dean and EMPA Academic Director	Associate Dean UR & CEO	2020	July 2020