

# Grievance Policy

ACDA Student Grievance



Policy GP V5  
Policy Area Students  
Authorised by M. Brend 23/1/15 & 29/9/15

If you have a problem with another student, a trainer, a situation or any other issues you need to report them and these are the steps you need to undertake.

A formal or informal complaint?

A formal complaint is a written document that outlines the complaint along with your signature at the bottom. It will be formally followed up through a documented process in Australian College of Dramatic Arts. These are for more serious matters.

An informal complaint can be an anonymous letter addressed to the college, or any employee within the college. It can also be 'having a chat' with your trainer or the college with a memo being made. This is a good way to let your trainer know if there are problems happening such as bullying and harassment.

Who to approach and how?

<b>Complaint about:</b>	<b>Approach</b>	<b>How</b>
A student	Your trainer	In person, text message or email
A trainer		
A student		
A course matter or email	Merilyn Brend	In person, text message
All other issues		

Necessary follow up will be made, and memos or reports signed off.

All grievances made are confidential and will not be shared with people external to the situation.

If the issue cannot be resolved locally or by the Teacher then the issue needs to be put into writing by both the student and the teacher addressed to Merilyn Brend.

This policy outlines the Australian College of Dramatic Arts (ACDA) approach in managing grievances, disputes and complaints (referred to in this document as 'grievances') in a fair and clear way.

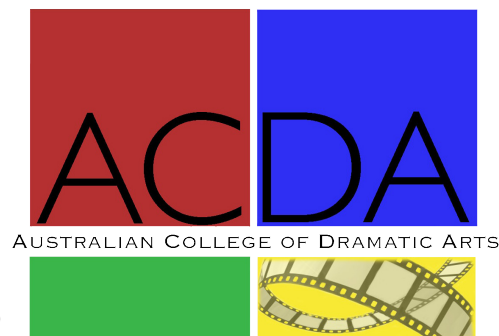
The aim is to support a delivery environment where students and staff feel confident to raise concerns or complaints to ACDA in the knowledge that they will be addressed in a fair and timely manner.

The school/college has developed this grievance policy to:

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- reassure students that any disputes or grievances will be taken seriously, handled in a professional manner and confidentially in order to achieve a speedy resolution;
- ensure that students have a clear understanding of the steps involved in the College grievance policy; and
- provide students with contact details of public, independent authorities who may assist in the event of a dispute or grievance.

The aims of this policy are to ensure that:

- all complaints received will be given top priority and consideration with full attention to details with the objective of immediate solution, and amicable settlement to all parties concerned;
- resolution to any dispute between aggrieved parties will be addressed informally, and in an open and trusting environment; and
- all matters will be resolved with reference to the Win-Win principles of dispute resolution.

The steps in the Grievance Procedure are;

## Step 1 Local Level Resolution

The College encourages open communication and an environment of trust. Therefore any student with a grievance is encouraged to firstly raise the matter directly with the other party concerned. A meeting should be requested, by the student, at which time the matter in dispute can be raised and a resolution sought.

## Step 2 Resolution by Teacher/Trainer

Should the matter remain unresolved following Step 1, or should Step 1 be inappropriate, the student is encouraged to speak with their Teacher. The Teacher will consider the grievances and recommend a resolution.

### **Grievance Procedure.**

## Step 3 Resolution by the CEO and Principal Tutor

Should the matter remain unresolved following Step 2, or should Step 2 be inappropriate, the student is encouraged to contact Merylyn Brend (CEO and Principal tutor) (in writing for consideration and due intervention, as necessary, in order to reach an objective solution to the matter in dispute.)

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## Step 4 Resolution by Arbitration (THIS SHOULD BE 'BY SCHOOLS')

Should the matter remain unresolved following Step 3, the School Director may appoint an independent arbiter to review the dispute and suggest an amicable solution.

## Step 5 Resolution by External Authority (THIS SHOULD BE 'BY SCHOOLS AND BY POLICE etc: if necessary')

Should the matter remain unresolved following Step 4, the student may seek the advice of an independent authority that is skilled in dispute resolution processes.

### **College positions responsible for implementing this policy:**

- Administration and Office
- Trainers and Assessors
- Meryllyn Brend (CEO and Principal Tutor)

### **Witnessing/Third Party Grievances:**

- A grievance may be lodged by a witness or bystander on the basis of the impact on them.
- A grievance will not be accepted where it is lodged on behalf of another person.

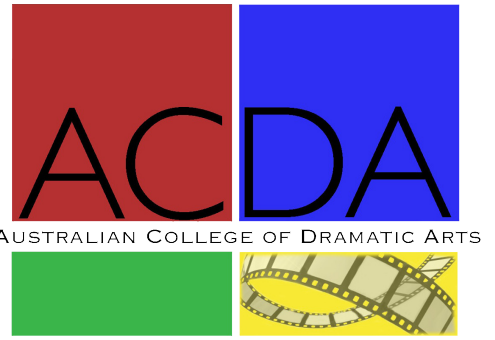
### **Involvement of external agencies, courts, police or commissions.**

- A student or staff member reserves the right to take their matter to an external agency such as the Police, Human Rights Commission or Court.
- ACDA will work with the relevant external agencies to seek resolution to the grievance.
- If escalated to an external agencies ACDA may not continue investigating a grievance when it is also lodged with an external body.

### **College positions responsible for implementing this policy:**

- Administration and Office
- Trainers and Assessors
- Guest speakers

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**STUDENT GRIEVANCE AND COMPLAINT NOTIFICATION FORM**

Date.....  
Student Name.....  
Class.....  
School.....

I ..... would formally like to lodge a grievance or complaint to the course administrator.

Grievance.....  
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Complaint.....  
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**Student Signature**.....

**ACDA to complete below:**  
Date received.....  
Signature.....