

POLICY

Student Grievances

1. Policy Summary

This Policy outlines the Tasmanian Polytechnic's commitment to address and resolve student grievances in a fair and timely manner. The Tasmanian Polytechnic is committed to the elimination of all forms of discrimination, harassment and inappropriate behaviour on its premises. The Tasmanian Polytechnic will work towards this goal through the involvement and availability of staff in all areas across the organisation.

2. Policy Statement

A grievance can be about anything done, or not done, by any person that is considered unfair, unjust or upsetting to the student (complainant). The complainant may feel aggrieved because of a decision that affects them, or because of unacceptable behaviour towards them.

The policy applies to all students of the Tasmanian Polytechnic and should be used for the handling of grievances raised by students.

Those involved in resolution of a student grievance will be guided by the following principles and will follow the processes set out in the Student Grievance Procedure.

Confidentiality

- All parties in the conflict and those involved in the resolution process are bound by confidentiality on a need to know basis.

Natural Justice

- In dealing with grievances, the rules of natural justice will be observed so that all parties receive fair, consistent and prompt treatment to avoid long-standing negative consequences.

Timeliness

- Grievances should be actioned as quickly as possible and resolved within a general framework of co-operation that emphasises prevention.

Support and advice

- Complainants and respondents shall have access to Student Counsellors.

Clear lines of responsibility

- Grievances shall be handled as far as possible within the confines of the relevant program structure, with the support of Student Support and Development staff.

3. Responsibilities

Student Support and Development

Regional Director South

Regional Directors

4. Related Legislation/Policies

Student Grievances Procedure

Student Code of Conduct Policy and Procedure

Education and Training (Tasmanian Polytechnic) By-Laws 2010

Tasmanian Anti-Discrimination Act (1998)

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