

Non-Academic Grievance Procedure

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Affirmation

This governance document is consistent with [Mater's Mission, Vision and Values](#).
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1. Introduction

1.1 Purpose

This procedure sets out Mater Education's commitment to providing an effective, efficient, timely, fair and confidential process for grievances relating to non-academic matters.

1.2 Scope and context

This procedure applies to persons enrolled or who are seeking to enrol in a course of study with Mater Education.

1.3 Governing policy

Document ID	Document title
PY-MEL-040012	Quality Management System

2. Procedure requirements

The following procedures are to be followed.

2.1 Access to grievance process

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. Mater Education will implement decisions made in following the grievance procedure.

2.2 General Principles

General principles that apply to all stages of this grievance procedure will be adhered to by Mater Education. They are:

- Ideally, concerns should be discussed with Mater Education team members at the time they arise and every effort made to try to find a mutually acceptable resolution. Wherever possible, team members will resolve grievances at the point-of-service.
- Each party to the internal and external stages of the procedure can be accompanied or assisted by another person, at that party's cost
- Each party will not be discriminated against or victimised.
- At all stages of the process, discussions will be recorded in writing. Reasons and a full explanation in writing for decisions and actions taken as part of this process will be provided to each party.
- Records of all grievances will be kept for a period of five years. These records will be kept strictly confidential however will allow parties who have used this procedure to access records of that use.
- There shall be no charge for either the internal or external stage of this grievance process.

Stage one – formal grievance

A formal grievance can be sent to educationfeedback@mater.org.au or by using the feedback form on Mater Education's website.

Mater Education will acknowledge the receipt of grievances within 24 hours and provide an estimated timeframe for investigation within 48 hours.

Investigation of the grievance will be conducted in a transparent, equitable, objective and unbiased manner by the relevant senior officer.

Mater Education's response will be timely, specific and will include rationale for the decision taken. Fair and reasonable remedies will be offered as appropriate.

Parties will be advised of their right to access stage two of this process at this time if they are not satisfied with the outcome of stage one.

Stage two – appeal stage

Where a party is not satisfied with the outcome of stage one, they may lodge an appeal in writing with the General Manager, Education and Training.

The appeal will be investigated by an independent and impartial officer of Mater Education; The Reviewer. The Reviewer will be an independent person or panel with appropriate expertise nominated by the General Manager, Education and Training.

The Reviewer will conduct all necessary consultations with the party and other relevant persons and make a determination of the appeal. The party will be advised in writing of the outcome of their appeal, including the reasons for the decision within 2 weeks of receipt of the appeal.

The party will be advised of their right to progress to stage three of the grievance process at this time if they consider the matter unresolved.

Where an appeal is in relation to actions arising from the non-payment of tuition fees, and those fees remain unpaid in full, or in part by agreement, the outcome from stage two (above) is final. Stage three below is not available where a debt is owed to Mater Education.

Stage three - external stage

Where the party is not satisfied with the outcome of stage two and where there is no debt owed to Mater Education, they may request that the matter be referred to an external dispute resolution process by a body appointed for this purpose by Mater Education. The external and independent person or body will have the appropriate expertise.

Written notice of the decision on review to be given to each party, with the notice to include the reasons for the decision

Mater Education Limited will give due consideration to any recommendations arising from the external review within five (5) working days.

3. Definitions

Term	Definition
Non-academic matters	Matters include those matters which do not relate to student progress, assessment, course content or awards in a course and include complaints in relation to enrolment in a course and personal information that the provider holds in relation to the student.

4. Documents related to this procedure

Mater documents

Document Type	Document ID	Document Title
Procedure	PR-MEL-040005	Complaints and Appeals
Procedure	PR-MEL-040021	Academic Grievance Procedure
Other	CA-PAL-060002	Mater Behavioural Standards
Form	NF-MEL-040002	Record of Complaint/Appeal

External documents

1.	VET Student Loan Act 2016
2.	VET Student Loans Rules 2016
3.	Standards for RTOs 2015

5. Document controls

5.1 Document revision history

Version	Release date	Description	Risk-rated Review date
1.	18 Apr 2017	Final version	Apr 2020
1.1	19 Jan 2018	Administrative amendments; transferred to new template	Apr 2020
2.	22 May 2020	Revised content and title; new document template	May 2023
2.1	17 Dec 2020	Administrative editing	May 2023

5.2 Document review and approval

Name Person/committee	Position If applicable	Function Owner/author/review/approve
Barry Hankinson	General Manager Education and Training	Document owner
Pauline Stowers	Head of Quality and Compliance	Document author
Barry Hankinson	General Manager Education and Training	Approve

5.3 Keyword indexing

Keywords:	Non-academic, grievance, complaint, grievance, MEL, education
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