

AUSTRALIAN GUILD OF MUSIC EDUCATION



INC A10797

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ACADEMIC GRIEVANCE POLICY

GRIEVANCE PROCEDURES

Grievances and complaints

The Guild will ensure that student/s with the Australian Guild of Music Education will receive accurate information about:

- course content, course competencies, tutors, venues, dates and times, fees and charges
- personal information that the provider holds in relation to the student.
- specific units including assessment procedures and tasks which must be completed successfully for a certificate or statement of attainment to be awarded. The syllabus covers the Diploma and Degree requirements in more detail.
- course information provided, staff, material, any grievances that are not listed above.

All student/s will be given reasonable and fair time and information on changes in the advertised times, venues, tutors and course content, competencies and assessment procedures. The Guild like to add a personal touch to their business dealings so student/s are advised if they feel a verbal complaint will not be enough to resolve any complaint/grievance to put it in writing on the Grievance /Complaint form. The Guild will document in the register any verbal complaints whether or not they are verbal or done in the set procedures below.

If a student/s feels these statements have not been achieved, he/she may lodge a complaint:

Step 1. Student/s fills out a Grievance and Complaint Form, available from the office or the CEO and web site.

Step 2. The Dean Dr Knoop or his nominated delegate will interview the student/s on the specific nature and circumstances of the grievance. The outcome, which should exhibit flexibility, respect for the individual/s involved and organisational integrity, will be recorded. Student/s that has enrolled in a course via distance education and can not attend will be contacted via phone and this will be also documented and sent in letter form by post or email.

Step 3. If the grievance cannot be resolved at Step 2 or if the student/s wishes to appeal the outcome, the student has the option to request a meeting with the board of studies or the faculty board and are allowed to be accompanied by a third party. The student/s will have the opportunity to formally present their case and will be given a written statement of the outcome, including reasons for the decision.

Step 4. If the student/s is not satisfied with the outcome, the executive officer will refer complainant/s to Mr Jack Sullivan the external review officer.

Procedure if no verbal resolve was made:

• Grievances

The **AGMED** document and implement policies and procedures for dealing with customer complaints, grievances and appeals in a constructive and timely manner:

- each complaint, grievance, appeal and its outcome is recorded in writing;
- each appellant will be given a receipt of the complaint/grievance in writing with details of a 45 day decision and contact numbers if no decision is made within the 45 days of receiving the request.
- each appeal is heard by the Dean and if required taken to the Faculty Board. If student feels they can not discuss the grievance with the Dean due to it regarding the Dean then the CEO will be the next in line for hearing grievances.
- each appellant:
 - has an opportunity to formally present his or her case; and The Board(s) may request the aggrieved person to attend the meeting that will assess the grievance. Upon the student/s being distance and unable to attend the meeting by the set time and date student/s will be asked to attend via a phone connection instead. This will be held with the speaker phone facility. Student/s are to request this option in 7 days of receiving the document to attend such a meeting or can also nominate a local attendee to attend and represent them.
 - is given a written statement of the appeal outcomes, including reasons for the decision.

If a grievance cannot be dealt with internally, the student will be advised in writing to Mr Jack Sullivan who is nominated by the Guild as to externally review grievance decisions. Mr Sullivan was the former deputy Dean of the Melbourne University Economics department.

• Appeals

- Upon resolution of a complaint or grievance, the client/student may wish to dispute the outcome of a resolution/assessment and seek a reassessment. All appeals are requested to be submitted in writing
- **AGMED** will include all appeal details in the Faculty Appeals Register (Faculty Appeal Register)
- If the appeal is in respect of an assessment, an independent third party assessor conducts a reassessment within a reasonable timeframe. The appellant will be given the opportunity to formally present his/her case. This is designed to ensure fairness and consistency and underpins the continuous improvement process

- If the appeal is to dispute the outcome of a grievance other than an assessment, the appeal will be scheduled to be heard by the Dean Dr Knoop or a panel, inviting the appellant to formally present his/her case
- Upon a decision being made, the appellant is provided with a written statement of the appeal outcomes, including reasons for the decision. All decisions are documented by in the Appeals Register. At every stage of the grievance process a full explanation in writing for decisions and actions taken will be provided to both the complainant and/or respondent if requested. All documentation regarding the grievance will be filed at the Guild rooms and can be accessed only by the parties involved in the complaint. These files will be available for the duration of 5 years.
- All records of grievances will be treated as confidential and only complainant or respondent has permission to access them. If complainant is in a distant location a copy will be sent or emailed to them upon request.

- **Costs**

There are no costs involved to access the procedures. All procedures are without charge.

- **Timelines**

- **Step 1:** Once student has received form for complaint/grievance they are advised to complete and return immediately or within 2 days of receiving it for quick outcome to be achieved. If the CEO or staff member receives the complaint then it will be given to the Dean or document will be sent via email in the case of the Dean being away from the Guild for business meetings or such. No real time line set due to complaint/grievance procedures will start after Guild receives documentation.
- **Step 2:** Upon receiving the complaint/grievance document student is advised by the Dean of an immediate outcome or whether the complaint will have to be taken to the board for further discussion. Upon receiving the complaint/grievance document a time is set and complainant/s are notified of interview time within 2 – 5 days depending that all parties are able to attend or attend a phone discussion, then if parties are unable to attend a extension of an extra 5 days is allowed.
- **Step 3:** Complainant/s is advised to document a appeal if the outcome at Step 2 isn't/wasn't satisfactory immediately and give/send to the Guild before 5 days to allow the board to be requested and meet. After appeal is received a maximum of 25 days is allowed to give time for a reassessment or for all board members time to attend the official meeting of an appeal and document/s of outcome to be sent/emailed to the complainant if not in attendance.
- **Step 4:** If the Complainant/s is still not satisfied after receiving all documents of the outcome of the appeals board decision which should be done in 45 days upon receiving the complaint/grievance then the student will be referred to the external reviews officer Mr Jack Sullivan on ph: (03) 9740 8315 or mail , 34 Long Drive, Sunbury VIC 3429 and he will reach a decision and submit a report within 35 days.
- **Step 5:** If Mr. Jack Sullivan the external reviews officer makes recommendations in relation to a grievance he has reviewed, Mr. Jack Sullivan will forward those recommendations to Dr Knoop the Guild Dean within 35 days who will ensure that the recommendations are implemented within 30 days.

The Australian Guild of Music Education hold a high respect for all people and student/s will not be victimised or discriminated against in all of the above grievance procedures or any dealings with the Guild.

This policy was approved by the Australian Guild of Music Education's Council on 13 March 2006.

The complainant and respondent will not be victimised or discriminated against in any of the three stages set out in this policy.

This policy is communicated to academic staff through the Staff Guidelines Handbook to support staff through the Staff Guidelines Handbook. The Dean Dr Knoop is responsible for the training of academic staff in the application of the policy. The CEO Bernadette Norton is responsible for the training of support staff in its application.