

AUSTRALIAN GUILD OF MUSIC EDUCATION



INC A10797

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NON-ACADEMIC GRIEVANCE POLICY

GRIEVANCE PROCEDURES

Grievances and complaints

All students of the Australian Guild of Music Education or those seeking to enrol in a course of study with the Australian Guild of Music Education are entitled to access the grievance procedures set out in this policy.

This policy is published on the Australian Guild of Music Education web site www.guildmusic.edu.au and/or is set out in the Student Handbook.

This policy covers all the below mentioned topics:

- Information Provided: - Course content, course competencies/grading, venues, dates and times, fees and charges, Staff, Tutors, and Lecturers.
- Information Stored: - Personal information that the AGMED holds in relation to the student.
- Assessment: - Interview/Audition outcome and Musicianship Test for Level/Grading placement.

All persons seeking to enrol in a course of study/student will be given reasonable 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 persons seeking to enrol in a course of study/student are advised to follow the set procedures below listed in stages.

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

Persons seeking to enrol in a course of study/student fill out a Grievance and Complaint Form, available from the office or the CEO and web site.

Students or people seeking to enrol in any accredited higher education course of the Australian Guild of Music Education have three stages at which a complaint may be addressed. Each stage is free of charges.

Stage 1:

At the first stage of the process, students may take the complaint to any of the following: (a) Dr Ern Knoop Dean of the AGMED; or (b) Ms Bernadette Norton CEO of the AGMED. The complaint must be dealt with in a reasonable time, within 21 days of receipt of the complaint.

In the first instance, complaints should be discussed with the person/s involved. However, if this is impracticable, complainants should communicate with one of the staff listed below... This arrangement is free of charge. Every effort will be made to make a decision within 14 days.

Professor Ivan Holmes and Mr Jeff Wood are also available if the Dean or CEO are indisposed.

- i The Dean Dr Knoop or the CEO Bernadette Norton will interview the complainant on the specific nature and circumstances of the grievance either by phone or in person.
- ii Each complainant will be notified of the outcome which should exhibit flexibility, respect for the individual/s involved and organisational integrity, and given a receipt of the complaint/grievance in writing with details of the resolution.
- iii Complainant can also be accompanied by an additional person/s if they wish.

Stage 2:

The second stage of the process at which a complaint is addressed is as follows:

If unsatisfied with the response to the complaint or the time taken to resolve the matter, the complainant may submit the complaint in writing to Board of Studies and/or explicitly seek the involvement of the Faculty Board. The Board of Studies / Faculty Board will deal with the complaint within a reasonable time, normally within 30 days of receipt of the complaint.

- i The Board(s) may request the complainant 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 complainants will be asked to attend via a phone connection instead. This will be held with the speaker phone facility. Complainants are to request this option within 7 days of receiving the document to attend such a meeting, the complainant can also nominate a local attendee to attend and represent them.
- ii Complainants may wish to be accompanied by a third party which is always recommended.

- iii The Complainant will have the opportunity to formally present their case and will be given a written statement of the outcome, including reasons for the decision.

Stage3:

The third stage of the process at which a complaint is addressed is as follows:

If not satisfied with a decision of the Board of Studies / Faculty Board, the complainant may request that the matter be dealt with through an external dispute resolution process by the person/body appointed by the Australian Guild of Music Education for that purpose. The Guild has appointed Mr Sullivan was the former deputy Dean of the Melbourne University Economics department and can be contacted on ph: (03) 9740 8315 or mailed to Mr Jack Sullivan, 34 Long Drive, Sunbury VIC 3429. Complaints will be addressed within 30 days

- i If the Complainant is not satisfied with the outcomes of Stages 1 & 2, the executive officer will refer complainant/s to Mr Jack Sullivan the external review officer.
- ii The Guild will forward all documents of the outcomes for previous stages to Mr Jack Sullivan who is nominated by the Guild as to externally review grievance decisions.
- iii 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 30 days who will ensure that the recommendations are implemented within 30 days.

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.

The complainant and/or respondent have the right to be represented by a third person (such as a family member, friend, counsellor or other professional support person) if they so desire.

At all stages of the process, reasons and a full explanation in writing for decisions and actions taken as part of the procedures will be given if so requested by the complainant and/or respondent.

Records of all grievances and applications for review of decisions will be kept and be accessible to all interested parties for a period of 5 years. Such records will remain confidential.

Records of grievances and their outcomes will be kept strictly confidential and filed in a separate file (not kept on the student or staff file) and stored in the office of the Dean Dr Knoop for a period of 5 years. Parties to the complaint will be allowed supervised access to their records.

Students of the Australian Guild of Music Education or those seeking to enrol in a course of study with the Australian Guild of Music Education are entitled to access the grievance procedures set out in this policy, regardless of the location of the campus of the Australian Guild of Music Education at which the grievance has arisen, the student's place of residence or the mode in which they study.

The procedures set out in this document do not replace or modify procedures or any other responsibilities which may arise under other higher education provider policies or under statute or any other law.