



VITALIS TRAINING CENTER

Formal Grievance Procedure and Form

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TABLE OF CONTENTS

Contents

Grievance Procedure.....	3
Purpose:.....	3
Procedure:.....	3
Informal Resolution Process.....	3
Definitions:.....	4
Grievance Process.....	5

Grievance Procedure

Purpose:

This procedure identifies the processes in place at the Vitalis Training Center to effectively manage complaints of an academic or non-academic nature. Students of the Vitalis Training Center or those seeking to enroll in a course of study with the Vitalis Training Center are entitled to access the grievance procedures set out in this policy.

Procedure:

The following process details the four key stages through which a grievance may be dealt with. The Vitalis Training Center provides the following processes to allow the grievance to be formalized. The claimant's privacy rights will be assured whilst also ensuring that victimization and discrimination do not occur at any time during the entire process in regard to any complainant or respondent.

The claimant has the right to be heard on the matter of the complaint at any stage and may be accompanied by a nominated support person, not legal counsel or a solicitor when meeting with the Vitalis Training Center to discuss their particular concern.

The claimant has the right to request and gain access to records associated with their complaint at any time by putting a request in writing to the Director of Student Services. All information in relation to the complaint will be treated confidentially in accordance with the Vitalis Training Center [Privacy Policy](#) and retained for a period of 5 years.

This procedure and related policy will be published on the Vitalis Training Centre's website for the information of current and prospective students.

This procedure and the associated policy are communicated to all academic and support staff through the Vitalis Training Centre's intranet site. The Director of Student Services is responsible for the training of academic and support staff in the application of the policy and procedure.

Informal Resolution Process

Claimants are encouraged to attempt to resolve the grievance informally and amicably at an early stage in the following ways by speaking directly with the person concerned such as the lecturer, tutor, or clinic supervisor to resolve the problem.

If the claimant cannot gain resolution or feels they cannot talk to the person involved, the claimant may then seek assistance from the Program Leader, Senior Lecturer/Trainer, or National Training Manager on campus (or a nominated delegate). The nominated staff member will communicate with the student about the outcome and possible resolution. The communication and outcome will be recorded in the student's confidential records and kept for a period of 5 years.

If the grievance is not resolved through informal procedures, students/clients may initiate the Vitalis Training Centre's Formal Grievance Procedure. All students/clients have the right to lodge a formal grievance. A formal grievance must be lodged by a person who is directly impacted by the events described in the grievance. There is no cost to the claimant for utilizing the internal Vitalis Training Center grievance process.

Definitions:

Claimant – refers to the person who formally instigates a grievance, complaint, or appeal.

Complaint – A statement that a situation is unsatisfactory.

Grievance – An official statement of a complaint over something believed to be wrong, which has resulted in what is believed to be by the claimant, unfair treatment.

Informal grievance – refers to a range of processes, such as a discussion, a request, or a query lodged with an appropriate staff member.

Mediator – a person or body that intervenes between people in a dispute in order to bring about an agreement, resolution, or reconciliation.

Respondent – refers to the person or institution against whom the grievance is lodged.

Grievance Process

The Grievance Process is summarised below

Stage 1 - Informal Resolution Process: You attempt to resolve the grievance informally and amicably at an early stage. This can be done through speaking directly with your lecturer.

Stage 2 - Formal Resolution Process: You have been unable to resolve the grievance informally. The formal grievance procedure begins when you state in writing, using this form, that you have a grievance and submit the completed form directly to your lecturer.

1. PERSONAL DETAILS

Title	Given Name	Family Name
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Postal Address

Suburb	State	Postcode
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Phone Number

Email

2. GRIEVANCE DETAILS

What does your grievance relate to?

- | | | |
|--|---|--|
| <input type="checkbox"/> Bookstore | <input type="checkbox"/> Clinic | <input type="checkbox"/> Course Transition |
| <input type="checkbox"/> Facilities | <input type="checkbox"/> General Feedback | <input type="checkbox"/> Library |
| <input type="checkbox"/> Other (Please describe) | | <input type="checkbox"/> Teaching & Learning |
-
-

What steps, if any, have you taken to resolve your grievance with the College?

Please include supporting documentation where applicable. In the table below, include the date(s) of each event, names and titles of staff or committee members involved, and the document reference number (e.g.: doc 1, doc 2, etc.) for each supporting document. Attach additional sheets as necessary.

Date(s)	Event Details	Document Reference

If you have made no attempt to resolve your grievance with the College before now, please explain why:

Privacy Details

In compliance with the Privacy Amendment (Private Sector) Act 2000, the information on this form will only be used for purposes associated with this application. Information collected is used solely for the purpose of assisting the Training Centre to make an informed decision on your case, and will not be disclosed unless authorized by you or your agent, or required by law.

3. DECLARATION

I, (the undersigned), hereby affirm the information provided in this form to be true and correct. I authorize the Training Centre to obtain further information with respect to my grievance and, if necessary, to investigate the legitimacy of my claims.

Student or Clinic Client's Full Name _____

Signature

Date

OFFICE USE ONLY

Received by (name)

Date received

Grievance type

Academic

Non-academic

Forwarded to

Date forwarded