

 <p>S P Jain School of Global Management DUBAI • MUMBAI • SINGAPORE • SYDNEY</p>	Student Grievance and Mediation Policy and Procedures
Document Type	Policy and Procedures
Administering Entity	President , Vice President – Administration, Registrar, Director – Examinations, Vice President – Academic, Course Directors (Deans) and Heads of Campuses (HoCs)
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Approval Authority	Board of Directors (in consultation with the Academic Board)
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1. Purpose

- a. Students or persons seeking to enrol in a course of study with S P Jain School of Global Management (S P Jain) are entitled to access the grievance procedure as set out by S P Jain, regardless of the location of the campus at which the grievance has arisen, the students' place of residence, or the mode in which they study.
- b. S P Jain recognises the rights of students or those seeking to enrol in a course of study at the School to have unhindered access to mediation. This means they have the right to report problems, concerns or grievances regarding any aspect of their education or other activities, which are within the control of S P Jain.
- c. S P Jain recognises mediation as an official avenue for resolving grievances in accordance with published and accountable procedures as set out in this Student Grievance and Mediation Policy and Procedures.

2. Scope

S P Jain has individual academic, administrative and supervisory avenues for mediation. Should other avenues come into conflict with the Student Grievance and Mediation Policy, this policy overrides all other avenues for meditation.

3. Definitions

- a. A grievance is a complaint or conflict which arises out of an act, decision or omission which the grievant considers to be unjust, wrongful or discriminatory and which is within the control of the School.
- b. Mediation is a process by which the participants in a dispute, together with the assistance of a neutral person, systematically isolate disputed issues in order to develop options, consider alternatives, and reach a consensual settlement that will accommodate their needs.
- c. Academic grievance may include issues relating to, but not limited to:
 - i. Selection and Admission
 - ii. Content and delivery of subjects in a course
 - iii. Recognition of Prior Learning (RPL)
 - iv. Advanced Standing
 - v. Assessments (for example assignments, tests, examinations)
 - vi. Special Consideration
- d. Non-academic grievance may include but not limited to issues relating to:
 - i. Fee Payment
 - ii. Suspension of Candidature
 - iii. Withdrawal without Penalty
 - iv. Misconduct (other than plagiarism)
 - v. Critical Incidents
 - vi. Harassment and Discrimination
 - vii. Health and well being
 - viii. Facilities

4. Bullying or Harassment

S P Jain will not tolerate inappropriate behaviour of any kind. Any student who lodges a complaint or grievance will not be subject to discrimination or victimisation. Any respondent to a complaint or grievance will not be subject to discrimination or victimisation.

5. Rights of Students

S P Jain recognises that any written agreement between students and the School does not limit the students' right to make complaints and seek appeals of decisions and action under various processes, and in the case of international students studying onshore in Australia, written agreements do not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies.

6. Guidelines

- a. Grievance Mediation
S P Jain will ensure the following when dealing with complaints, grievances and appeals:
 - i. Each complaint, grievance, appeal and its outcome is recorded in writing;
 - ii. To the extent practicable, each complaint or grievance is confidential (outside the parties and to whom the complaint or grievance applies) and the staff who are responsible for administering the process
 - iii. Students must complete the School's Complaints and Grievance Form available from Blackboard (Appendix 1) The form must set out in writing the nature of the complaint or grievance including all relevant supplementary information or documents
 - iv. Both parties to the complaint or grievance are entitled to appropriate access to any records related to the complaint or grievance
 - v. Each appeal is heard by an independent person or panel; and
 - vi. Each appellant
 - a. has an opportunity to formally present their case; and
 - b. is given a written statement of the appeal outcomes, including a full explanation for the decision

- b. The School is dedicated to the fair hearing and resolution of all grievances and will discuss with students and staff their familiarity with procedures for dealing with complaints, grievances and appeals. The grievance policies and procedures will be presented at orientation for both staff and students and also detailed in the student handbooks. The Vice President – Administration, Registrar and relevant Course Director (Dean) is responsible for the training of academic and academic support staff in the application of the policy. Likewise, the Head of Campus is responsible for training administration staff in the application of the policy at their respective campuses.

7. Grievance Procedures

If a problem, complaint or grievance is being experienced with a staff member or a student, the following procedure should be used:

- a. Informal stage:
 - i. Identify and discuss the complaint or grievance with the other party
 - ii. Discuss the best outcome to the complaint or grievance
 - iii. Agree to act to resolve the complaint or grievance

- b. Stage One: If after talking to the person, the complaint or grievance remains unresolved the student will need to lodge a formal complaint in writing.
 - i. Academic grievances will be mediated by the Vice President – Administration and Course Director (Dean) in consultation with the Registrar's office
 - ii. Non-academic grievances will be mediated by the Heads of Campuses
 - iii. The process will commence within 10 working days of lodgement of complaint
 - iv. The student will have the opportunity to formally present their case
 - v. Both parties to the complaint or grievance may bring a support person who is a third party to these meetings
 - vi. The School will provide both parties to the complaint or grievance with a

written statement advising of the complaint outcome, including the reasons for the decision within 10 working days of the commencement of the process

- c. Stage Two: If the student is dissatisfied with the decision and:
 - i. It is an academic matter, they may appeal to the Vice President – Academic within 10 working days of receipt of the decisions. The Vice President – Academic has 20 working days to consider the appeal and advise both parties with a full explanation of the decision in writing
 - ii. If it is a non-academic matter, they may appeal to the President within 10 working days of receipt of the decisions. The President has 20 working days to consider the appeal and advise both parties with a full explanation of the decision in writing

8. Complaints Substantiation

- a. The School has a clear policy on handling complaints from students, staff and stakeholders.

Once a formal complaint is made, all steps to resolve the matter must be documented as follows:

- i. Receive the complaint in writing with details of the complaint, date and signature of the complainant
- ii. The written complaint will be forwarded to the relevant Dean/Course Director for academic grievances or the Heads of Campuses for non-academic grievances
- iii. The Vice President – Administration and relevant Course Director (Dean) in consultation with the Registrar’s office or Heads of Campuses as applicable will handle the complaint without prejudice and document all actions taken to investigate and resolve the complaint
- iv. If not resolved, a thorough investigation should be carried out and documented
- v. If necessary, the relevant Course Director (Dean) or Heads of Campuses will inform the Vice President – Academic or President, as applicable of the complaint in writing
- vi. If the complaint is against a Course Director (Dean) or Registrar then it will be forwarded directly to the Vice President – Academic, Vice President – Administration and if it is against a Head of Campus, then it will be forwarded directly to the President who will progress the matter further. If necessary, the Vice President – Academic and the President will inform the Academic Board or the Board of Directors, as applicable
- vii. If the complaint is against the Vice President – Academic, Vice President - Administration or the President, then this will be forwarded directly to the Chairman, Board of Directors or Academic Board (as applicable) who will progress the matter further, if needed by constituting a grievance committee of at least 2 external members of the Board of Directors and the Chairman of the Academic Board or an external member of the Academic Board nominated by the Chairman of the Academic Board
- viii. If the School needs to rectify its own policy and procedures, the School must act immediately and document any changes to policies and procedures. This will be dealt with by the appropriate committee on a case to case basis and

any changes will be implemented as soon as possible

- b. Serious attempts should be made to resolve a complaint in a manner acceptable to all parties in order to reach a mutually satisfactory resolution. Details of the process and resolution must be documented, and copies given to all parties involved. A complete file of the complaint will be kept confidentially, and the steps taken to resolve the matter must be retained by S P Jain for a minimum of 15 years after action has been completed and then destroyed.

9. Appeals and Mediation Process

- a. If the student is dissatisfied with the outcome of the mediation, they may appeal the decision by requesting an external independent arbiter. The student must access the external independent arbitrator appointed by the Board of Directors within 30 days of receipt of the decision.
- b. Any external independent arbitrator arrangements identified by the School will be at no cost or at reasonable cost to students, and will be applied consistently, fairly and without reprisal. Any student who accesses the complaints and appeals process will maintain their enrolment until the case is resolved.
- c. Additionally, and for non-academic and administrative appeals only, the following external mediation avenues are available to students in Australia:

- **For Domestic students**

Resolution Institute: is an independent national association of dispute resolution.

Level 1, 13-15 Bridge Street
Sydney NSW 2000

Phone: (+61 2) 9251 3366

Fax: (+61 2) 9251 3733

Freecall: 1800 651 650

Email: infoaus@resolution.institute

Website: www.resolution.institute

- **For Domestic FEE-HELP Students**

A student who is enrolled in or entitled to FEE- HELP and is not satisfied with the decision may apply to the Administrative Appeals Tribunal (AAT) for a review of that decision. Further information about the AAT including all costs and required application forms can be obtained from www.aat.gov.au.

- **For International Students in Australia**

An international student may lodge an external appeal or complain about the decision to the Overseas Student Ombudsman. The Overseas Student Ombudsman offers free and independent advice to international students who may have a complaint about their private education or training provider.

Overseas Student Ombudsman
GPO Box 442 Canberra ACT 2601
Phone: 1300 362 072
www.oso.gov.au

Related Documents

- a. Complaints and Grievance Form (Appendix 1)
- b. Records Management Policy
- c. Staff Code of Conduct Policy
- d. Student Code of Conduct Policy

Appendix 1: Complaints and Grievance Form

1. Personal Details:

- a) Name: _____
- b) Student ID: _____
- c) Enrolled Course: _____
- d) Campus: _____
- e) Date of Birth: _____
- f) Address: _____
- g) Current Student: *YES/NO* _____
- h) Academic Grievance/Non-Academic Grievance: *Please indicate* _____

2. Complaint and Grievance

Please provide:

- a) a description of the complaint/grievance including the date, the location and all persons involved

- b) summary of the processes and steps taken to date to try and resolve the grievance informally

- c) a proposed resolution which you may believe will settle the grievance

- d) attach any documentation in support of the grievance or proposed resolution

3. Declaration

I declare that the information provided by me is true and correct.

I have read and understood the information contained on this form and in the Student Grievance and Mediation Policy and Procedures.

Name (Print):

Signature:

Date:

4. Internal Use:

<p>Received date: Received by: Number of documents received:</p>
