

UCL School of Energy and Resources, Australia (UCL SERAus)

Student Grievance Procedures

Introduction

All current and prospective students of UCL SERAus are entitled to access the grievance procedures set out in this policy, regardless of the location of the campus of UCL SERAus at which the grievance has arisen, the student's place of residence or the mode in which they study.

Complaints are initially handled with the individual(s) responsible for the service or process about which the complaint is being made. If complainants are dissatisfied with the outcome of these attempts at resolution, they may appeal through the process outlined in this document. The complainant and respondent will not be victimised or discriminated against in any of the stages set out in these procedures. At all stages of these procedures, 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.

UCL SERAus treats any complaint that it receives seriously, and ensures that the processes involved are clear, timely, confidential and fair to all parties. Records of grievances and their outcomes will remain strictly confidential to the degree necessary for resolution. Records will be maintained in a separate file (not kept in the student's official file) and securely stored within the office of the Chief Operating Officer and UCL Academic Registrar for a period of five years. The complainant and respondent will be allowed supervised access to these records. All internal review processes are free of charge to the complainant. Independent review processes undertaken by an external individual or body *may* incur a cost to the complainant.

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

Non-academic grievance and review process

Students or people seeking to enrol in any accredited higher education course of UCL SERAus have three stages at which a complaint may be addressed. Each stage is free of charge.

Stage One

In the first instance, complaints should be discussed with the person/s involved, at the local area responsible for the process or service. Complaints addressed to UCL or directly to the Director will be referred back to the local area. However, if resolution at the local level is impracticable, complainants should lodge a written complaint with the Chief Operating Officer. Lodgement of a complaint must be made via the Student Grievance Procedure Application Form within ten business days of the discovery of the event that the complainant wishes to have reviewed.

The Chief Operating Officer will acknowledge receipt of the complaint, in writing, within five business days. The Chief Operating Officer will seek to meet with the complainant and any other part concerned as soon as possible. Ideally, this meeting will occur within ten business days following the date the written acknowledgement was sent to the complainant. The complainant and/or respondent have the right to be accompanied by a third person

(such as a family member, friend, counsellor or other professional support person) if they so desire.

Within five working days of the meeting, the Chief Operating Officer will provide the complainant with written notification of the decision/resolution.

Stage Two

If unsatisfied with the response to the complaint or the time taken to resolve the matter, the complainant may request a review. The request for review must be made in writing to the Director of UCL SERAus within five business days of receipt of the notification of the decision/resolution and should include all materials needed for the review.

The Director of UCL SERAus will review the complainant's submission, meet with the complainant and other relevant parties as needed, and provide the complainant with written notification of the review decision/resolution. The Director of UCL SERAus will take these steps within a reasonable time, normally within twenty business days of receipt of the request for review.

Stage Three

If, at the conclusion of this internal review process, the complainant remains unsatisfied, he or she may request that the matter be dealt with through an external dispute resolution process by the following independent body:

Office of the Training Advocate
Ground Floor
55 Currie Street
Adelaide
SA 5000

FREECALL: 1800 006 488
Email: trainingadvocate@saugov.sa.gov.au
www.trainingadvocate.sa.gov.au

The Office of the Training Advocate will address complaints within thirty days.

If the Office of the Training Advocate makes recommendations in relation to a grievance that they have reviewed, they will forward those recommendations to the Director of UCL SERAus within ten business days. The Director of UCL SERAus will ensure that the recommendations are implemented within twenty business days.

UCL SERAus will provide the complainant with the most current contact details of the Office of the Training Advocate. At any stage, the complainant may withdraw the request for review. Such advice must be made in writing to the Director of UCL SERAus.

This policy was approved by the UCL Council in October 2009.

Academic grievance and review process

Academic Grievance Procedures are for grievances which relate to student progress, assessment, curriculum and awards in a course of study.

Students or people seeking to enrol in any accredited higher education course of UCL SERAus have three stages at which a complaint may be addressed. Each stage is free of charge.

Stage One

In the first instance, students should seek to resolve the issue with the person/s involved, at the local area responsible for the process or service. Complaints addressed to UCL or directly to the Director will be referred back to the local area. However, if resolution at the local level is impracticable, complainants should lodge a written complaint with the Chief Operating Officer. Lodgement of a complaint must be made via the Student Grievance Procedure Application Form within ten business days of the discovery of the event that the student wishes to have reviewed.

The Director of UCL SERAus will acknowledge receipt of the complaint, in writing, within five business days. The Director of UCL SERAus will seek to meet with the student and any other part concerned as soon as possible. Ideally, this meeting will occur within ten business days following the date the written acknowledgement was sent to the student. The student and/or respondent have the right to be accompanied by a third person (such as a family member, friend, counsellor or other professional support person) if they so desire.

Within five working days of the meeting, the Director of UCL SERAus will provide the complainant with written notification of the decision/resolution.

Stage Two

If unsatisfied with the response or the time taken to resolve the matter, the student may request a review. The request for review must be made in writing to the UCL Academic Registrar within five business days of receipt of the notification of the decision/resolution and should include all materials needed for the review.

The UCL Academic Registrar will review the student's submission, interview the student and other relevant parties as needed (via teleconference, videoconference, or in person), and provide the student with written notification of the review decision/resolution. The UCL Academic Registrar will take these steps within a reasonable time, normally within twenty business days of receipt of the request for review.

Stage Three

If, at the conclusion of this internal review process, the student remains unsatisfied, he or she may request that the matter be dealt with through an external dispute resolution process by the following independent body:

Office of the Training Advocate
Ground Floor
55 Currie Street
Adelaide
SA 5000

FREECALL: 1800 006 488
Email: trainingadvocate@saugov.sa.gov.au
www.trainingadvocate.sa.gov.au

The Office of the Training Advocate will address complaints within thirty days.

If the Office of the Training Advocate makes recommendations in relation to a grievance that they have reviewed, they will forward those recommendations to the Director of UCL SERAus within ten business days. The Director of UCL SERAus will ensure that the recommendations are implemented within twenty business days.

UCL SERAus will provide the complainant with the most current contact details of the Office of the Training Advocate. At any stage, the complainant may withdraw the request for review. Such advice must be made in writing to the Director of UCL SERAus.

This policy was approved by the UCL Council in October 2009.