



## **Student Grievance Policy and Procedure for Non-Academic and Academic matters**

This policy and procedure applies to all students and persons seeking to enrol with the International Screen Academy (ISA) and is available regardless of the location of the campus at which the grievance has arisen, the mode in which a student studies or the student's place of residence.

### **1. Definitions**

A **grievance** is any type of difficulty, issue or problem that a student has concerning any non-academic or academic matter related to their enrolment at ISA.

A **complainant** refers to the student making the grievance.

### **2. Policy**

ISA is committed to providing a fair, effective and timely process for managing student grievances.

ISA approaches the resolution of grievances according to the following principles:

- the resolution of grievances will be handled informally where possible
- grievances will be handled professionally and confidentially with the aim of reaching a determination as soon as possible
- if a grievance is about the person responsible for handling it at any particular stage, the grievance will be referred to an alternate person who has no conflicts of interest
- complainants should feel secure in the knowledge that they will not suffer any form of disadvantage as a result of making a grievance
- all parties involved in the grievance may be accompanied by a support person at any relevant meetings
- grievance processes will promote the principles of natural justice and complainants will be treated equitably
- the staff members responsible for conducting the grievance process must ensure that all determinations are actioned, outcomes documented and placed on the student's file, ensuring that the records are treated as confidential. Records of all grievances will be kept for 5 years and parties to the complaints have appropriate access to these records
- grievances will be regarded as valuable input to ISA's continuous improvement of programs, policies, procedures and services, and monitored and acted upon accordingly

- this policy does not replace or modify policies or any other responsibilities which may arise under other government regulations.

### **3. Procedure**

Students who have a grievance should first, if possible, approach the person(s) directly involved to discuss and resolve the matter. They may also seek advice or support informally from other appropriate persons at ISA. If the grievance cannot be resolved informally, students may lodge a written request for the grievance to be formally resolved.

There are three steps in ISA's formal grievance and appeal procedure:

#### **Step 1 – Formal Grievance**

- Formal grievances for screen acting students must be submitted in writing to the Head of Acting by email to [headofacting@isasydney.com.au](mailto:headofacting@isasydney.com.au).
- Formal grievances for film or animation students must be submitted in writing to the Head of Film and Animation by email to [stephen@isasydney.com.au](mailto:stephen@isasydney.com.au).
- After examining the relevant documentation the Head of Acting/Head of Film and Animation will arrange a meeting to discuss the grievance with all relevant parties.
- The Head of Acting/Head of Film and Animation will notify the complainant, in writing, of the outcome including reasons for the decision, within 5 working days of the meeting above.
- Students who are dissatisfied with the outcome at Step 1 have the right to appeal in writing to the Executive Chairman, by email to [simon.hunter@isasydney.edu.au](mailto:simon.hunter@isasydney.edu.au), within 20 working days of being notified of the decision.

#### **Step 2 – Appeal to the Executive Chairman**

- When a student appeals to the Executive Chairman, the Executive Chairman will examine the relevant documentation and arrange a meeting to discuss the grievance with all relevant parties, where appropriate.
- The Executive Chairman will notify the complainant, in writing, of the outcome of their appeal including reasons for the decision, within 5 working days of the above meeting.
- Students who are dissatisfied with the outcome at Step 2 have the right to appeal to an external authority. To do this a student must write to the Executive Chairman, requesting an external appeal, by email to [simon.hunter@isasydney.edu.au](mailto:simon.hunter@isasydney.edu.au), within 20 working days of being notified of the decision at Step 2.

#### **Step 3 – Appeal to External Authority**

- Students who are dissatisfied with the outcome or conduct of the internal grievance process have the right to access the external appeals process at no cost.
- On written request for external appeal ISA will organise a resolution meeting between the complainant and ISA with LEADR. This process will take no longer than 30 days. LEADR is a provider of a Student Mediation Scheme.
- At the resolution meeting both the complainant and ISA must attempt to resolve the issues of concern by means of discussion and personal negotiation.

- If this process does not resolve the issues LEADR will refer the matter to mediation. LEADR will organise an independent mediator to conduct the mediation process.
- International students can either access the process above or contact the Overseas Students Ombudsman at [www.oso.gov.au](http://www.oso.gov.au), tel: 1300 0362 072. This is a free and independent service for overseas students.
- ISA agrees to be bound by the external authority's recommendations and the Executive Chairman will ensure that any recommendations made are implemented within 30 days of receipt of the report from the external authority.

#### **4. Enrolment status**

Where a student chooses to access this policy and procedure, ISA will maintain the student's enrolment while the grievance process is ongoing.

#### **5. Withdrawing a Grievance or Appeal**

Students may withdraw a grievance or appeal at any stage in the process, in writing to the person handling the grievance or appeal, who will notify relevant parties in writing that the grievance or appeal is concluded.

#### **6. Publication and Version Control**

Staff and students are advised of this policy through publication on the ISA website.

Version	Amendments	Approval	Date Approved
6	Replacing Creative Director with Head of Acting and ratified by the ISA Company Directors	ISA Company Directors	12/5/15
7	Minor re-formatting/corrections.	Head of Film & Animation / Head of Acting	27/11/15