



Non-Academic Grievance Policy and Procedures

ROYAL VICTORIAN AERO CLUB

ABN: 38 177 495 544 ACN: 004 128 232

Definitions

For the purposes of this document the following applies:

The Act refers to the *Higher Education Support Act 2003*

Student/s refers to all persons enrolled or seeking to enrol in a unit of study that meets the course requirements under subclause 45(1) of Schedule 1A of the Act who are, or would be entitled to VET FEE-HELP assistance under clause 43 of Schedule 1A of the Act.

Complainant/s refers to students (as defined above) who have lodged a non-academic complaint with **ROYAL VICTORIAN AERO CLUB**.

Overview

ROYAL VICTORIAN AERO CLUB is committed to providing an effective, efficient, timely, fair and confidential non-academic grievance handling procedure for all Students.

Complainants are entitled to access the grievance procedures regardless of the location of the campus at which the grievance has arisen, the Complainant's place of residence or mode of study.

Non-academic matters include those matters which do not relate to student progress, assessment, course content or awards in a course and include complaints in relation to personal information that the provider holds in relation to the Student. Non-academic grievances tend to arise from events occurring at a provider or from decisions made by a provider.

Responsibility

The Chief Pilot is responsible for implementation of this policy and procedure and ensuring that all staff are fully trained in its operation and Students and Complainants are made aware of its availability.

Formal Grievance Procedure

General principles that apply to all stages of this grievance procedure which will be adhered to by [ROYAL VICTORIAN AERO CLUB](#), are:

- The Complainant and respondent will have the opportunity to present their case at each stage of the procedure.
- The Complainant and/or the respondent have the option of being accompanied/assisted by a third person (such as a family member, friend or counsellor) if they so desire.
- The Complainant and the respondent will not be discriminated against or victimised.
- At all stages of the process, discussions relating to complaints, grievances and appeals will be recorded in writing. Reasons and a full explanation in writing for decisions and actions taken as part of this procedure will be provided to the Complainant and/or respondent if requested.
- Records of all grievances will be kept for a period of five years. These records will be kept strictly confidential and stored in the RTO Managers Office.
- A Complainant shall have access to this grievance procedure at minimal cost

Stage One

Formal grievances should be submitted in writing to the Chief Pilot

The Chief Pilot and Chief Flying Instructor of the [ROYAL VICTORIAN AERO CLUB](#) will then assess the grievance, determine the outcome and advise the Complainant in writing of their decision within 14 Days.

The Complainant will be advised of their right to access stage two of this procedure if they are not satisfied with the outcome of Stage One.

Stage Two

If the Complainant is not satisfied with the outcome of Stage One they may lodge an appeal in writing with the [ROYAL VICTORIAN AERO CLUBS president](#).

The Complainant's appeal will be determined by an independent and impartial officer of [ROYAL VICTORIAN AERO CLUB](#), the club president (the Reviewer).

The Reviewer will conduct all necessary consultations with the Complainant and other relevant persons and make a determination of the appeal. The Complainant will be advised in writing of the outcome of their appeal, including the reasons for the decision within 14 Days.

The Complainant will be advised of their right to progress to Stage Three of the grievance procedure if they consider the matter unresolved.

Stage Three

Royal Victorian Aero Club

If the Complainant is not satisfied with the outcome of Stage Two they may request that the matter be referred to an external dispute resolution process by a body appointed for this purpose by [ROYAL VICTORIAN AERO CLUB](#).

The details for the external body and contact person are:

- Nexus Point Mediation
Dr Cathy Symington
Ph: +61 3 9017 4641
Mobile: 0418 136 250

Publication

This *Non-Academic Grievance Policy and Procedure* will be made available to Students through publication in the Student Handbook and Wisenet student data management system.

This *Non-Academic Grievance Policy and Procedure* was agreed to and ratified by John Stuart Rushton (P.E.O) of relevant governing body of [ROYAL VICTORIAN AERO CLUB](#) 12th July 2011.