



ROYAL VICTORIAN AERO CLUB

ACADEMIC GRIEVANCE Policy & Procedure

1. Policy

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 in a VET 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 FEE-HELP assistance under clause 43 of Schedule 1A of the Act.

Complainant refers to Students (as defined above) who have lodged an academic complaint with the Royal Victorian Aero Club.

Overview

Royal Victorian Aero Club (RVAC) is committed to providing an effective, efficient, timely, fair and confidential academic grievance handling procedure for all students.

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

Academic matters include those matters which relate to student progress, assessment, course content or awards in a VET course of study.

Responsibility

The Head of Operations 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.

2. Procedure

Formal Grievance Procedure

General principles applying to all stages of this grievance procedure which will be adhered to by the RVAC are:

- The Complainant and respondent will have the opportunity to present their case at each stage of the procedure.
- The Complainant and 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 the respondent if requested.
- Records of all grievances will be kept for a period of five years. These records will be kept strictly confidential and securely stored in the Office of the RVAC.
- A Complainant shall have access to this grievance procedure at minimal cost
- Royal Victorian Aero Club will give due consideration to any recommendations arising from the external review within sixty days.

Stage One

Formal grievances should be submitted in writing to the Head of Operations.

The Head of Operations within RVAC will then assess the grievance, determine the outcome and advise the Complainant in writing of their decision within 14 Days.

Contact details;

Head of Operations - Antony Provan, Royal Victorian Aero Club Phone: 8586 7777.

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 Club President

Contact Details

Anthony Jones

RVAC Club President

Ph 8586 7777

The Complainant's appeal will be determined by the RVAC committee (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

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 RVAC.

The details for the external body are:

LEADR/IAMA – Resolution Institute

Phone: 1800 651 650

Email: infoaus@resolution.institute

Website: <http://www.resolution.institute>

Publication

This *Academic Grievance Policy and Procedure* will be made available to Students enrolled with RVAC through publication in the student handbook and RVAC website.

Version Control

Version	Summary of Changes	Author	Approved by	Effective date
1.0.0	Initial Approval	Natasha Campbell (BSM)	J.S. Rushton (CEO)	12/07/2011
1.0.1	Reformatted	J. Kittle (RTO C & SA)	J.S. Rushton (CEO)	01/07/2011
1.1.1	Amended to reflect change from Chief Pilot to Head of Operations	J. Kittle (RTO C & SA)	J.S. Rushton (CEO)	1/09/2015
1.2.1	Amended to reflect introduction of VSL	J. Kittle (RTO C & SA)	J.S. Rushton (CEO)	14/12/2015
1.3.1	Amended to reflect change of President	J. Kittle (RTO C & SA)	M. Murphy (CEO)	16/11/2022