

## FORMAL GRIEVANCE RESOLUTION PROCESS

All individuals to the business of Ikon, regardless of location or the terms of engagement, are entitled to access the internal grievance process to seek resolution to dissatisfaction about a matter that falls within the responsibility or control of Ikon.

The resolution framework has four avenues of resolution:

- Stage 1 Informal Resolution
- Stage 2 Formal Grievance
- Stage 3 Internal Appeal
- Stage 4 External Independent Review.

This form applies to individuals who, having exhausted the possibility of informal resolution, wish to escalate the matter and lodge a formal grievance under Stage 2 of the resolution framework.

Formal grievances may relate to academic and non-academic matters including, but not limited to, admission, enrolment, assessment, progression, misconduct, support and supervision, tuition fees, fines and refunds, discrimination, harassment, bullying or intimidation, facilities and resources, access and equity, and interactions with staff, students, education agents or other third parties where an arrangement to deliver exists.

There is no cost to access the formal grievance process and the resolution framework does not limit or remove the right of individuals to take action under Commonwealth or State consumer protection laws or pursue legal remedies.

This form should be read in conjunction with the *Grievance & Appeals Policy* which can be downloaded from the institution website at [ikon.edu.au/policies-procedures/](http://ikon.edu.au/policies-procedures/).

## APPLICATION PROCESS

If an informal approach was unable to resolve the matter, or a complainant feels uncomfortable with making a direct approach, or the concern relates to a serious matter such as an allegation of misconduct or unlawful behaviour, a formal grievance can be initiated by lodging this form.

The form submitted should provide clear and sufficient information about the grievance to assist with the assessment, investigation and determination process, including:

- Description of the grievance incident including date, location, persons involved and other relevant circumstances
- Outline of the steps taken to resolve informally (or reasons for not making a direct approach)
- Proposed outcomes to settle the grievance
- Relevant documentation in support of the grievance or the proposed outcomes for resolution

Grievances and appeals will be treated with confidentiality at all times. Disclosure and access to records will be provided on a 'need-to-know' basis and limited to individuals legitimately involved in the grievance and the resolution process, or as required by law.

Individuals will not be disadvantaged or victimised for lodging a grievance or an appeal. Staff will act fairly at all times to assure there is no bias during the resolution process.

Grievances may be withdrawn at any time by the complainant however Ikon reserves the right to continue investigation to satisfy other requirements or protect its own interests.

## LOGGING AN APPLICATION FORM

Grievance forms must be lodged with the Grievance Officer via email to [grievances@ikon.edu.au](mailto:grievances@ikon.edu.au). Formal grievances should be lodged within ten working days after the attempt at informal resolution and no later than six months after the grievance incident, concern or behaviour occurred. Applications received later than the prescribed time will be considered in accordance with paragraph 8.3 of the *Grievance & Appeals Policy*.

The Grievance Officer will acknowledge receipt via email within five working days of lodgement. A preliminary assessment will determine whether the grievance can be investigated within the scope of the *Grievance & Appeals Policy*.

Where a grievance is eligible for investigation, the Grievance Officer will refer the matter to an Investigating Officer. The acknowledgement email will advise the Investigating Officer assigned to investigate and determine the grievance, explain the anticipated timeline and advise any other information relevant to the matter for example, expectations for continued enrolment and the availability of support services.

Where the nature of the grievance is outside the scope of policy, the acknowledgement will explain why the matter cannot be investigated and advise the avenues for appeal. If the Grievance Officer is unable complete the assessment due to insufficient or vague information, the acknowledgement will outline the areas of ambiguity. The date the additional information is received will be considered the lodgement date.



**IMPORTANT: All notifications during the grievance process will be sent by email. It is your responsibility to check your email inbox. It is vital you are aware of progress in the event a conciliation meeting is called or additional information is required.**

All matters arising during the grievance process will be documented and recorded in an investigation file. Records will be disclosed only to individuals who have a right to the information by virtue of their role in the resolution process, or as required by law.

## INVESTIGATION & NOTIFICATION OF OUTCOME

In conducting the investigation, the Investigating Officer will engage in a range of activities to gather and test information relevant to the grievance matter. The investigation will be conducted with consideration for procedural fairness with each party being provided the opportunity to present their case. Confidentiality will be maintained at all times.

All reasonable attempts will be made to resolve promptly, within set timeframes, and at the lowest level possible. Grievances considered frivolous, unreasonable, vexatious or lacking substance will be dismissed.

When making their determination, the Investigating Officer will consider all elements to the grievance and the information gathered during the investigation. In all cases, the Investigating Officer will provide a written communication (Grievance Outcome Letter) to the complainant advising the findings, recommendations for resolution, determination, reasons for the decision and the right to appeal.

The complainant must accept or decline any offer of resolution within five working days of the Grievance Outcome Letter.

The investigation file will be maintained by the Grievance Officer as part of the formal record of the grievance.

# FORMAL GRIEVANCE FORM



## A. PERSONAL DETAILS

grievances will be treated with confidentiality at all times; Ikon will accept anonymous submissions however our ability to respond may be limited

Given Name:	Family Name	Student ID (students only)		
Address				
Suburb	State	Postcode		
Mobile	Email			
Relationship to Ikon	Student	Potential Student	Staff	Other

## B. GRIEVANCE DETAILS

complete the sections below as they relate to your grievance., for academic grievances provide course, campus and subject details

Type of Grievance*	Academic Grievance	Non-Academic Grievance
Course Title	Campus Location	
Subject Name (if applicable)		

### Grievance Statement

*provide a detailed statement describing the grievance incident including the date, location, and persons involved and witnesses (including contact details), keep to the facts as they happened, explain how you felt about the behaviour but refrain from emotive language, provide enough detail to assist with an investigation*

### \* Description of the types of grievances:

**Academic Grievance** means a formal complaint where an individual believes they have received unfair treatment in relation to an academic matter for example, but not limited to, admission, course credit, assessment, progression, enrolment, fee refunds, academic misconduct etc.

**Non-Academic Grievance** means a formal complaint where an individual believes they have received unfair treatment in relation to matters that do not relate to curriculum, progress or enrolment for example, but not limited to, financial status, discrimination, bullying, data or privacy etc.

# FORMAL GRIEVANCE FORM

Complainant:

## Informal Attempts at Resolution

Have you tried to resolve the matter informally?                      Yes                      No

*if yes, outline the steps you have already taken to resolve informally, include who you have spoken to and the outcome of your direct approach attempts.  
if no, explain briefly why you have not tried to resolve the matter informally (or why you feel you are unable to approach the person/s involved directly).*

## Suggested Solutions for Resolution

*provide an outline of what you would consider a satisfactory outcome to your grievance, what solutions do you see as reasonable and acceptable to the problems*

## C. SUPPORTING EVIDENCE

list all documentation attached as evidence to support of the grievance, informal approaches and/or the proposed outcomes for resolution for example, but not limited to, relevant correspondence, emails, policy extracts (or references), support letters, witness statements etc.

## D. DECLARATION

In signing below, I acknowledge, confirm and accept:

I have read the *Grievance & Appeals Policy* and understand the resolution process for formal grievances.

I believe the information provided is true and accurately represent the facts. I consent and give lkon permission to contact relevant parties to the grievance to verify the authenticity of my claims and supporting documentation and to seek further information about the originating source to make an informed determination about the grievance. I understand that I may be asked to provide a more specific consent to disclosure of information should this be required by lkon, answer questions and/or make myself available to attend a conciliation meeting.

It is my responsibility to provide sufficient detail about the grievance and relevant evidence to support my claims. I understand the resolution I am seeking is not guaranteed and that the final determination is bound by legislation, regulatory standards and institutional policy.

lkon reserves the right to vary or reverse any decision in relation to this grievance on the basis of false or deliberately misleading information. I acknowledge disciplinary action or legal remedy may be taken if I knowingly make frivolous, vexatious, false or misleading claims.



Signature

Name

Date

# FORMAL GRIEVANCE FORM

Complainant:

## OFFICE USE ONLY

### A. PRELIMINARY ASSESSMENT

Date Received (Lodgement Date)



prescribed timeframe for assessment is 5 days from Lodgement Date

A1. Is the application completed in full with reasonable detail provided?	Yes	No	If 'no' to Questions A1, A2 or A3b, reasons not eligible for investigation; and date application returned to complainant
A2. Is the grievance within the scope of the <i>Grievance &amp; Appeals Policy</i> ?	Yes	No	
A3a. Was the application lodged within the prescribed timeframe?	Yes	No	
A3b. If no, are there extenuating circumstances for late lodgement?	Yes	No	

Eligible for Investigation

Investigating Officer

Date Assigned

Acknowledgement Email (Date)

Entry into Grievance Register

### B. INVESTIGATION & DETERMINATION

#### Investigation

Date Investigation Commenced



prescribed timeframe for the investigation is 15 days from the Lodgement Date

B1. Is there sufficient and clear information to investigate?	Yes	No	If 'yes' to Questions B2, B3 or 'no' to B1 or B4, reasons and date complainant advised
B2. Investigation Conclusion: Need more time to investigate	Yes	No	
B3. Investigation Conclusion: Frivolous, vexatious, unsubstantiated claims	Yes	No	
B4. Investigation Conclusion: Sufficient evidence to make a determination	Yes	No	

Date Investigation Completed

#### Determination & Outcome Notification

Date Investigation File Received



prescribed timeframe for outcome notification is 20 days from Lodgement Date

Grounds for Determination      Bias      Policy breach      Unreasonable disadvantage      Unable to reach determination

Summary of Findings & Resolution (Grievance Outcome Letter Details)

### C. NOTIFICATION OF DECISION

Action	Grievance Outcome Letter [Sent]	Complainant Response to Offer of Resolution		Grievance Register Updated	Formal Record Filed
Date		Accepted	Declined		



Grievance Officer Signature

Grievance Officer Name

Date