

12. GRIEVANCE PROCEDURE

When a student has a complaint against someone or something in the college, the following is the procedure to be followed. Each step in the process should be completed before proceeding on to the next step.

Step 1. One to One

- If I have a complaint, I should talk directly to the person responsible.

Grievance related to...

- Aspects of my course → I should talk to the lecturer or staff member responsible for the process or decision

Advice available

College staff

Church Pastor

Did this resolve the problem?

Yes — well done!

No — go to step 2.

Step 2 To the Principal

- If I wish to proceed, I should talk to the person who is in charge of the situation of concern.
- I can get advice first if I wish, and it is wise to do so if the complaint is serious

Grievance related to...

- College decision/process → talk to the supervisor of the person responsible for the process or decision
- Another student → I should talk to a college staff member
- A staff member → I should talk to that person's supervisor

Did this resolve the problem?

Yes — well done!

No — go to step 3.

Step 3 To the Grievance Chairperson

- If I wish to proceed, the grievance should now be detailed in writing and given to the chairperson of the Grievance committee.
- The Chairperson will reply acknowledge in writing receiving complaint/grievance.
- The chairperson will periodically inform the aggrieved party of the progress towards resolving the grievance.

Does the grievance involve the College Principal?...

- Yes → The chairperson will talk the matter over with the ATSIM Director.
- No → The chairperson will talk the matter over with the College Principal.

Did this resolve the problem, or was the grievance withdrawn?

Yes — well done! The written submission will be returned to the aggrieved person.

No — go to step 4.

Step 4 Mediation or other Process

- The chairperson will check to see that all reasonable efforts have been made by the relevant parties to resolve the grievance.

The chairperson may...

- * give directions to any party for completion of specific action (within a specified time when necessary)
- * assign (with the agreement of all parties to the grievance) a third party mediator to assist in the process

Conflict resolved or withdrawn?

Yes — well done! The written submission will be returned to the aggrieved person, and the agreements made will be put in writing and a copy given to all parties concerned.

No — go to step 5

Step 5 The Grievance Committee

- * The chairperson will make a detailed report to the Grievance Committee and will advise the aggrieved person and other parties to the grievance.

The Grievance Committee may...

- * initiate an investigation or take other appropriate actions necessary, before hearing the matter and making a decision.

Step 6 Mamarapha Board Chairperson

- * If the student feels that the Grievance Committee has not resolved the issue, the matter may be referred to the Mamarapha Board Chairperson, to be reviewed and referred to the board or other appropriate body if needed..

Note. If the issue is about college products and services and the Grievance process has not resolved it, the complaint, may be documented

and forwarded to the Training Accreditation Council Complaints Handling section.

The Grievance Committee would normally handle only matters such as...

1. The quality of the help and support from the teaching staff.
2. Racial or gender discrimination.
3. Unfair assessment that may lead to failure in the course.
4. Irreconcilable differences between a student and a staff member.
5. Verbal or gender harassment.
6. Any unfair or unreasonable expectation.
7. Unfair discipline.

The Grievance Committee is made up as listed above, and has a quorum of five. If a member cannot be present it is up to the Chairperson to nominate and appoint a substitute who is agreeable to both parties.

The process requires the grievance and related issues to be put in writing by the person making the complaint. The written report must be comprehensive as the Grievance committee will deal only with those facets of the problem that are stated in writing.

Whenever possible, the Grievance Committee will meet within one week of receiving a grievance in writing and a response will be handed down within two days of the meeting being completed. When the time limits have to be exceeded, the aggrieved person will be informed as to the reason for the delay and be given a definite date when the committee's findings will be made known.

Should the grievance be unresolved by the Grievance Committee, it should then be referred to the Mamarapha College Board of Management.