



S^tPATRICK'S
Technical College

SACE ■ TRAINING ■ APPRENTICESHIPS

Policies & Procedures 5.9

Student Grievances

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DEFINITION

“A grievance is a dispute, concern, problem or complaint on any matter which a student considers to be unfair or unjust.”

POLICY

St Patrick's Technical College aims to provide a harmonious and constructive education and training environment for both staff and students.

Emanating from this commitment, it is St Patrick's Technical College's policy to provide a fair, effective and efficient mechanism to investigate, rectify and resolve problems and eliminate dissatisfaction.

The College has established a policy for staff to resolve job related disputes, problems or concerns – refer to Policy 1.10: Staff Grievances.

Student grievances are to be resolved using the guidelines outlined in this policy. The policy establishes the formal grievance resolution procedures, structured to promote a fair, sensitive, quick and confidential process. Students are encouraged to use this policy to resolve disputes, problems or concerns.

The College trusts students to exercise good judgment and good faith in availing themselves of these rights and would not expect students to abuse these privileges by making vexatious complaints.

Students are assured there will be no recrimination against them for availing themselves of the rights established under this policy.

GUIDELINES

1. This policy applies to all students.
2. All student related issues, problems, complaints, concerns, misunderstandings or disputes may be the subject of a complaint or grievance process. The procedure for resolving student grievances is detailed on *Appendix 1 - Procedure for Resolving Student Grievances*.

RELATED POLICIES

- *5.1 - Pastoral Care*
- *5.2 - Behaviour Management*
- *5.4 - Duty of Care / Health, Safety and Welfare*
- *5.5 - Anti-harassment and Anti-bullying*
- *5.11 - Student Code of Conduct*



PROCEDURE FOR RESOLVING STUDENT GRIEVANCES

