

Policy Name	STUDENT GRIEVANCES AND COMPLAINTS RESOLUTION NON-ACADEMIC POLICY
Policy Number	G005_PO (Governance)
Purpose	The purpose of this policy is to state the principles that apply to the resolution of student complaints and grievances that are not academic in nature.
Scope	Enrolled Students: This policy applies to all currently enrolled students related to teaching and learning in accredited Higher Education courses at the Whitehouse Institute of Design, Australia (Whitehouse). Courses and Campuses: This policy applies to Whitehouse across all campuses and for all FEE-HELP enabled courses offered by Whitehouse and to prospective and current students. Exclusions: Graduates are excluded under Commonwealth legislation if the grievance is about the remission of FEE-HELP / course tuition fees, after they have completed a unit(s) or a qualification of study in full. This is clearly specified on the Australian Government's Study Assist website: StudyAssist – Cancel your HELP debt under special circumstances. The Study Assist guidelines state that <i>"You cannot have your HELP debt cancelled if you have successfully completed the unit of study."</i>
Policy Statement	The policy is based on the following Whitehouse principles: - the accompanying procedures used to review and resolve complaints or grievances are fair and must be seen to be fair - the principles of natural justice are observed throughout the process - all parties are given the right to present their case and to be heard - all parties are provided with adequate notice of the allegation(s) - all parties are advised of the procedures to be used - all members of the decision-making process are free of bias or other personal interest in the outcome - confidentiality will be respected and observed by and for all parties, unless the use / disclosure of the information is authorised by law - the staff involved in resolving complaints or grievances will act fairly at all times and ensure that conclusions will be based on a fair hearing of each point of view - there will be no reprisals or any disadvantage arising as a result of a student making a complaint or grievance in good faith - complaints or grievances are handled in a timely manner with achievable deadlines specified for each stage in the resolution process - grievances are resolved as close to source as possible - any student who makes a complaint or grievance and staff member or student on

	whom the complaint or grievance has a direct impact are regularly informed of the progress of the matter • where the complainant is not satisfied with the outcome proposed by the decision-maker, the student is entitled to seek a review, either on procedural or substantive grounds, from a higher internal body or an appropriate external agency, and • the findings and outcomes of grievance are used by Whitehouse to address any systemic or underlying causes with a view to preventing problems from occurring or recurring. • A student may withdraw a complaint or grievance at any time during the grievance resolution process. When this occurs, the matter will be concluded and deemed to be resolved. If the original complaint or grievance was made in writing then the withdrawal must also be in writing to the relevant staff member who is handling the matter at the time the withdrawal is being affected or, in cases before the Board of Governors' Grievance Resolution Panel, to the Executive Director serving as the Secretariat of the Grievance Resolution-Panel.
Relevant Legislation	• National Student Ombudsman https://www.nso.gov.au/ • Commonwealth Ombudsman, international student complains. • Administrative Review Tribunal (ART): https://www.art.gov.au/ • Australian Human Rights Commission https://humanrights.gov.au/ • Higher Education Standards Framework (Threshold Standards) 2021 • Standards for Registered Training Organisations (RTOs) 2015 • 2016 Higher Education Support Act (2003) • Education Services for Overseas Students Act 2000 (ESOS) • Commonwealth Register of International Courses for Overseas Students (CRICOS) • Fair Trading NSW • Consumer Affairs Victoria • Office of Fair Trading Qld
Key Related Documents	• Student Grievances and Complaints Resolution Procedure, Non-Academic • Student, Grievance Form, Non-Academic • Student Consultation Form • Code of Conduct (Students) • Student Course Handbook • Privacy Policy and Procedure • Critical Incident Policy and Procedure • Academic Grievance and Appeals Policy and Procedure • Supporting Students Policy and Procedure.
Definitions	Advocate: a person nominated by a student to present their case in an appeal on their behalf. This person must not be a legal practitioner. International Students may use the Senior Education Officer. Complaint or Grievance: a complaint or grievance can be defined as a student's expression

	of dissatisfaction with an aspect of the Whitehouse Institute's services and activities, of a non-academic nature. Non-Academic complaint or grievance may include but is not Limited to issues of: • improper, irregular or negligent conduct by an Institute staff member • improper, irregular or negligent conduct by another student • failure by an Institute staff member to act fairly • failure of duty of care by a staff member of the Institute • a decision that has been made without sufficient consideration to facts, evidence or circumstances of specific relevance to the student • failure by the Institute to make a decision within a timely manner • a penalty that, where applied, is or would be too harsh. • bullying, discrimination or harassment • physical assault, sexual assault, sexual harassment Complainant: the student making a complaint or grievance. Executive Management Committee: Whitehouse's Senior Operations Group. Advocate: a person nominated by a student to present their case in an appeal on their behalf. This person must not be a legal practitioner. (See clause 4.4.1 above). Product: in this context, a material good/s provided to a student, either free of charge or for a fee, to assist them to study at the Whitehouse Institute. Service: in this context, an act done for a student as part of their experience at the Institute. Written Notice/Letter: unless otherwise specified, written notice/letter can include notification by presentation with a written document, mailed or couriered letter, emailed and/or faxed. Grievances about non-academic matters: Decisions and actions associated with administrative or academic services. They include but are not limited to: • administration of Whitehouse Institute policies and procedures by administrative groups and departments • a decision by an administrative staff member that affects an individual or group/s of students • access to resources and facilities • payment of fees • student charges • enrolment • scholarships • course transfer • graduation • time limits for completing modified / discontinued / modified courses • interaction with peers or Institute staff.
Responsible Officer	Chief Executive Officer or delegated Senior Executive Management Committee member

Approval Authority/ Authorities	Board of Governors
Date Approved	20/12/2023
Date of Commencement	21/12/2023
Date for Review	21/12/2026
Documents superseded by this Procedure	005 Student grievances and complaints resolution non-academic policy and procedure January 2013 008-001 Student Grievances Policy 008-001 Student Grievances Procedure
Amendment History	10/2025 - Updated the purpose, scope and policy statement sections. Applies to enrolled students; excludes employees, contractors, graduates. - Checked URLs and updated the Relevant Legislation section, and definitions section. 12/2023 Minor update to text in sections (Purpose, Scope, Policy statement) Checked and updated links to Relevant Legislation section Updated Key Related Documents section 02/2019 Update External appeals and The National code 2018 reference. 05/2018 Re-branding – Header & Footer only 12/2016 Policy and Procedures separated. Updated formatting and minor amendments Hyperlinks updated 12/2013 Changed formatting - included procedure and policy in one document Changed title Major adjustments and inclusions to policy wording Material changes have been made. Delete ACPET Add external agencies 25/1/2013 Approved

	19/09/20 12 Prior Approval
Signed and dated for Whitehouse Institute Pty Ltd	
	Leanne Whitehouse 20 12 2023
	Signature Name Date

INFORMATION FOR PUBLISHING ON POLICY REGISTER	
Category	Governance
Stakeholders	Board of Governors Executive Management Academic Staff Administration Staff Students.