Policy Name:	Student Grievance Policy
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Policy Area:	Governance/Student Support
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Policy Review Cycle	Every 3 years
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1. Purpose

Geraldton Universities Centre (GUC) is committed to providing an environment free from unfair treatment, harassment, discrimination, bullying, conflict, and vilification.
This policy:

- Promotes early and direct resolution of issues between individuals.
- Ensures grievances are resolved at the operational level closest to the source.

2. Scope

This policy applies to all students studying at GUC through any university partner.
Most issues raised under this policy are expected to be resolved through direct discussion and cooperative investigation at GUC.
Students may also be directed to the grievance policies and procedures of their enrolled university.

Examples of Situations Where a Grievance May Be Raised

- Conflict with another student, tutor, or staff member.
- Perceived unfair treatment or inappropriate actions.
- Perceived unlawful behaviour or misconduct (e.g., discrimination, harassment, bullying).

3. Obligations Under This Policy

3.1 Student Responsibilities

Students must:

- Seek to resolve grievances early.
- Raise concerns as soon as possible after an incident.
- Avoid frivolous or malicious complaints.
- Participate in the resolution process in good faith.

3.2 Grievance Handling Principles

- Grievances may be resolved informally or formally.
- Matters should be resolved as close as possible to their source.
- Procedural fairness, confidentiality, and protection from victimisation will be upheld.
- Grievances will be handled expeditiously.
- Lodging a grievance will not prejudice a student's enrolment.

3 Rights of Respondents

Individuals subject to a complaint have the right to:

- Be informed of the nature and content of the grievance.
- Be heard before any decision is made.
- Have an unbiased decision maker.

3.4 Support Person

Both complainants and respondents may bring a support person to meetings. A support person:

- Is any individual providing support or assistance to the student making a complaint or the respondent.
- Cannot act as an advocate or speak on behalf of either party.
- Must maintain confidentiality.

3.5 Confidentiality

Confidentiality is essential. GUC will not release information identifying individuals without written consent, except where confidential professional or legal advice is required.

3.6 Escalation

If necessary, grievances will escalate to the next level of authority and may involve an external mediator. GUC may provide information to students about making complaints to the National Student Ombudsman. https://www.nso.gov.au/

4. Remedial Action

If a grievance is substantiated, the Director will determine appropriate remedial action, which may include:

- Counselling the respondent.
- Requiring an apology.
- Denying certain opportunities for a specified period.
- Providing further training
- Referring staff matters to the GUC Discipline Policy.

4.1 Factors Considered

The Director will consider:

- The seriousness of the incident.
- Whether the respondent intended their actions.
- Any prior remedial action.
- Relevant circumstances.