



## CSU TRAINING

### STUDENT HANDBOOK

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#### ***GRIEVANCE AND COMPLAINTS PROCEDURE***

CSU Training Grievance and Complaints procedure is intended to cover situations where students believe they have been subjected to harassment, discrimination or unfair treatment during the course of their studies with CSU Training. The Grievance and Complaints procedure is not intended to apply to circumstances for which CSU Training has in place formal appeals mechanisms, such as assessment appeals.

#### ***Principles***

##### ***Confidentiality***

Only the people directly involved in the grievance/complaint, or in sorting it out, have access to information about a grievance/complaint. No student details will be disclosed to a third party without the written consent of the student.

##### ***Impartiality (fairness)***

All parties involved get a chance to explain their side of the situation. No assumptions are made or actions taken until all relevant information has been collected. All parties have access to support if they want or need it.

##### ***Freedom from Unfair Repercussions or Victimisation***

CSU Training does not accept victimisation of anyone who lodges a grievance/complaint or of those helping to resolve it. Victimisation will be subject to disciplinary procedures.

##### ***Grievances/Complaints are Sorted Out with a Minimum of Fuss***

The procedures aim to enable grievances/complaints to be sorted out at the lowest level possible with the minimum of fuss. In many cases, grievances and complaints can be resolved by agreement between the people involved with no need for formal action.

##### ***Timeliness***

Grievances/complaints will be dealt with as quickly as possible.

##### ***Sensitivity***

All staff involved in grievances/complaints will treat all grievances/complaints sensitively.



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**Grievance/Complaints Procedure Steps**

<b>Step 1</b>	The student should try to resolve the problem with the person or people involved.
<b>Step 2</b>	<p>The student should contact CSU Training</p> <p style="text-align: right;">Phone: 02 69 332722 e-mail:</p> <p>csustraining@csu.edu.au</p> <p>Alternatively, he or she may talk to his or her program coordinator.</p>
<b>Step 3</b>	<p>The Grievance Adviser will help with obtaining information, assist the student in deciding the best way to deal with the problem, on request accompany the student to any meeting about the problem and/or refer the student to an appropriate person who can resolve the problem. The Grievance Adviser is not to take any step without the consent of the student. Each complaint and/or grievance, appeal and its outcome will be recorded in writing. The student will be given a written statement of any appeal outcome including the reasons for the decision in writing.</p> <p style="text-align: center;"><b>Time line for Step 3: Three weeks</b></p>
<b>Step 4</b>	The aim of the Grievance/complaints procedure is, in the first instance, to try to resolve problems informally. After discussing options with the Grievance Adviser, the student may choose to resolve his or her grievance informally through the program coordinator.
<b>Step 5</b>	<p>If an informal process is inappropriate, or if the student is unhappy with the outcome of an informal approach, he or she may make a formal complaint to the University. Formalisation can occur at any stage of the resolution process. To make a formal complaint the student must fill in a Formal Grievance Report Form (obtained from the Grievance Adviser), attach a full description of your grievance and any supporting documents and send these to the Grievance Adviser. The Grievance Adviser will then attempt to resolve the complaint.</p> <p>If the Grievance Adviser is unable to achieve a resolution or the student is not happy with the outcome and wishes to proceed with the grievance, the Grievance Adviser will forward it to the <i>CSU Training</i> Grievance Committee. The Grievance Committee will investigate the grievance and make recommendations to the Manager, CSU Training.</p> <p style="text-align: center;"><b>Time line for Step 5: One month</b></p>



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#### ***Who else can help?***

At any time during the grievance/complaint process students have the right to contact an external agency for advice or help, or if unhappy with the way the grievance/complaint has been resolved. Such agencies include:

#### **NSW Anti-Discrimination Board**

Level 4  
181 Lawson Street  
Redfern 2016  
Phone: (02) 9318 5400  
Fax: (02) 9310 2235  
TTY: (02) 9310 2376  
Toll free: 1800 670 812  
Web:  
<http://www.lawlink.nsw.gov.au/adb>

#### **Human Rights and Equal Opportunity Commission**

8/133 Castlereagh Street  
Sydney 2000  
Phone: (02) 9284 9600  
Fax : (02) 9284 9611  
TTY : 1800 620 241  
Toll free: 1300 656419  
Web: <http://www.hreoc.gov.au>