



University Policy

Student Grievance Policy

1. Purpose

To provide the University and its students with a clear set of principles in relation to student grievances.

2. Scope

This policy applies to all students of the University.

3. Definitions

Grievance: behaviour or action which has or is likely to have an unreasonable negative impact on the student in relation to their studies.

Student: any person enrolled as a student of the University. This includes full-time, part-time, block-mode or distance education students.

4. Policy Statement

As part of the approach by the University to providing a fair, safe and productive study environment, consideration of grievances will be dealt with fairly, consistently, promptly, with sensitivity to all parties and in accordance with the principles of natural justice.

5. Responsibility

The Vice-Chancellor has overall responsibility for the implementation and review of this Policy.

6. Legislative Context

Commonwealth *Education Services for Overseas Students Act 2000*

Victorian *Equal Opportunity Act 1995*

Victorian *Freedom of Information Act 1982*

Victorian *Information Privacy Act 2000*

Victorian *Ombudsman Act 1973*

7. Associated Documents

University of Ballarat Student Grievance Procedure

University of Ballarat Bullying Prevention and Management Policy and Procedure

University of Ballarat Sexual, Sex-based, Racial and Disability Harassment Policy

University of Ballarat Sexual, Sex-based, Racial and Disability Harassment Complaints Procedure

University of Ballarat Inclusion of People with Disabilities Policy

University of Ballarat Valuing Diversity/Equal Opportunity Policy

University of Ballarat Procedure for investigating disclosures under the *Whistleblower's Protection Act 2001*

University of Ballarat Information Privacy Policy

2005 Australian Quality and Training Framework Standards

Department of Education, Science and Training's *National Complaints Code: National Code of good practice for responding to complaints about Vocational Education and Training*

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Authorised by: Vice-Chancellor

Maintained by: Pro-Vice-Chancellor (Governance & External)

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