
COMPLAINTS, GRIEVANCES AND APPEALS

Sydney Gestalt Institute deals with all complaints, grievances and appeals promptly and systematically. Staff and students are informed of the Complaints, Grievances and Appeals Procedure through:

- Student orientation sessions
- Staff induction sessions
- Code of Practice
- Training Manual
- SGI website: <http://www.gestaltsydney.com>

All students of Sydney Gestalt Institute or those seeking to enrol in a course of study with Sydney Gestalt Institute are entitled to access the grievance procedures set out in this policy. The aim is to offer a process whereby persons with a grievance can raise their issue and know that it will be dealt with in an appropriate manner with due process. The Institute will do what it reasonably can to reach a satisfactory conclusion.

WHAT IS A GRIEVANCE?

A grievance is another word for concern or complaint to do with the operation of Sydney Gestalt Institute or the behaviour of staff. Under certain circumstances, the complaint can also be made regarding the behaviour or other students.

Any problem, concern or complaint where you feel you are being unfairly treated by a staff member is a grievance, and any person can have one

Examples of grievances include:

- Trouble or conflict with a staff member;
- Being harassed or discriminated against;
- Unfair treatment in some way at the Institute.

GRIEVANCE PROCEDURE – NON ACADEMIC MATTERS

Non-Academic Grievances refers to:

1. administrative matters such as institutional practices, financial issues, resources, marketing and access.
2. public behaviour, and the relationships that develop between and among colleagues, students, members of the Association, members of Management and members of the public.
3. professional practice and ethical issues.

Students or applicants enrolling in any course in Sydney Gestalt Institute are entitled to access the grievance procedures set out in this policy.

There are three stages by which a complaint may be addressed. Each stage is free of charge.

The complainant and respondent will not be victimised or discriminated against in any of the stages set out in this policy.

The complainant and/or respondent have the right to be supported by a third person (such as a family member, friend, counsellor or other professional support person) if they so desire.

At all stages of the process, reasons and a full explanation in writing for decisions and actions taken as part of the procedures will be given if requested by the complainant or respondent.

Records of all grievances and applications for review of decisions are kept securely and are accessible to all interested parties for a period of 5 years.

Records of grievances and their outcomes are kept strictly confidential and filed in a separate file (not kept on the student or staff file) and stored in the office of the Director for a period of 5 years. Parties to the complaint will be allowed supervised access to these records.

The procedures set out in this document do not replace or modify procedures or any other responsibilities which may arise under other higher education provider policies or under statute or any other law.

PROCEDURE

STAGE 1 – DIRECT

Grievance action	Time for written response	Action response
1. Formally request (must be in writing) a one to one meeting with the staff member involved. The request should indicate that this is a grievance.	Written acknowledgement within 7 working days of receipt of written request.	A meeting will be organised by the staff member as soon as possible for both parties.
2. Formally request (must be in writing) a mediated meeting with the staff member involved.	Written acknowledgement within 7 working days of receipt of written request	A meeting will be organised as soon as possible for all parties.

If there is still no resolution:

STAGE 2 – FORMAL APPEAL

Grievance action	Time for written response	Action response
<p>3. Formally request (must be in writing) a meeting with the Director to discuss the matter. This request should also outline the issues of concern.</p> <p>Write to:</p> <p>Philip Oldfield 53 Smith St Surry Hills NSW 2011</p> <p>If the Director is the subject of the grievance then write to the Chair of the Ethics Committee: Dr Trevor Crowe Illawarra Institute for Mental Health Building 22 University of Wollongong Wollongong NSW 2522</p>	<p>Written acknowledgement within 7 working days of receipt of written request</p>	<p>A meeting will be organised by the Director as soon as possible for both parties.</p> <p>A written decision will be provided within 15 working days of the meeting.</p>

If there is still no resolution:

Stage 3 – External - GANZ

Grievance action	Time for written response	Action response
<p>5. For ethical matters write to:</p> <p>The Chairperson GANZ Ethics Committee PO Box W343 Warringah Mall NSW 2099</p> <p>6. For issues to do with the teaching & learning program, write to:</p>	<p>Written acknowledgement within 10 working days of receipt of written request</p>	<p>A written reply will be formulated by the Committee as soon as it is possible for it to meet to consider the matter. This will be no longer than 30 working days.</p> <p>A written reply will be formulated by the Committee as soon as it is possible for it to meet to consider</p>

<p>Chair GANZ Training Standards 33 Frederick St Annerly QLD 4103</p>		<p>the matter. If there is a conflict of interest, a suitable committee will be arranged. This will be no longer than 30 working days.</p>
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GRIEVANCE PROCEDURE – ACADEMIC MATTERS

Academic appeals may involve concerns about student progress, assessment, curriculum and awards or any other matter pertaining to academic matters. Some examples include:

- Marks received being grossly inaccurate
- Discrimination in academic evaluations
- Unfair treatment

PROCEDURE

The procedure is as follows:

STAGE 1 – DIRECT

Appeal action	Time for written response	Action response
1. Formally request (in writing) a one to one meeting with the staff member involved, nominating this as a grievance. 2. Formally request the marks to be reviewed	Written acknowledgement within 7 working days of reception of written request	A meeting will be organised by the staff member as soon as possible for both parties. The assessment will be regraded within 10 working days.

If there is still no resolution:

STAGE 2 – FORMAL APPEAL

Appeal action	Time for written response	Action response
3. Formally request (in writing) a meeting with the Director to discuss the matter. This request should also outline the issues of concern.	Written acknowledgement within 7 working days of reception of written request.	A meeting will be organised by the Director as soon as possible for both parties.
4. Write to : The Board of Governance 50 Snape St Kingsford NSW 2032	Acknowledgement within 7 working days of reception of written request	A written reply within 15 working days of receipt of the request.

If there is still no resolution:

STAGE 3 – EXTERNAL – GANZ

<p>5. Write to:</p> <p>Chair GANZ Training Standards 33 Frederick St Annerly QLD 4103</p>	<p>Acknowledgement within 10 working days of reception of letter</p>	<p>A written reply will be formulated by the Committee as soon as it is possible for it to meet to consider the matter. This will be no longer than 20 working days.</p>
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If there is still no resolution:

STAGE 4 – EXTERNAL – PACFA

This is the Psychotherapists and Counsellor’s Federation of Australia, of which GANZ is a founding member. They have a Complaints Board which deals with matters that cannot be resolved by the GANZ Standards Committee

Grievance action	Time for written response	Action response
<p>6. Write to</p> <p>Complaints Officer PO Box 481 Carlton South VIC 3053</p>	<p>Acknowledgement within 10 working days of receipt of letter</p>	<p>A written reply formulated by the Complaints Officer and reviewed by the Board if deemed necessary.</p>

Date Policy Endorsed by Board of Governance	Review Date: This policy is periodically reviewed and revised. Revisions are made as and when required. The period between reviews must not exceed 4 yrs. The date for review of this policy is on or before 6/2012	Initials