

POLICY: Grievance and Complaint Policy	
Objective	The aim of this policy is to provide a clear and documented avenue for stakeholders to raise a complaint and for it to be handled in a fair and transparent manner.
Policy Name	Grievance and Complaint Policy
Policy No	STU11A
Associated Policies and Procedures	INT04A_CRICOS Grievance and Complaint Policy LERN14A_Assessment Appeal Policy
Associated Documentation	SDS Grievance and Complaint Form IDO Grievance and Complaint Form Grievance and Complaint Register SDS Student Handbook IDO Student Handbook SDS Website Student Support Page IDO Website Student Support Page SDS eCampus Course Induction IDO eCampus Course Introduction
Standard	National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025 Part 2, Division 1: 2.1 Part 2, Division 5: 2.7 - 2.8 Part 4, Division 1: 4.1 Part 4, Division 3: 4.4
Authorised by	Nicole Watts
Date and Version	V1 25/08/2008 V2 04/02/2009 V3 07/09/2011 V4 24/02/2014 V5 02/09/2025

Sydney Design School and Interior Design Online are committed to providing an effective, efficient, timely, fair, and confidential academic and non-academic complaint handling procedure for all stakeholders including students, staff, and prospective students.

Academic matters include those relating to student progress, assessment, attendance, and course content in an approved course of study.

Non-academic matters are all those that do not fall under academic matters, such as dealings with personal information, harassment, or discrimination.

If a student believes they received an incorrect assessment grade and wishes the decision to be reviewed, they should refer to the Assessment Appeal Policy.

Responsibility

The General Manager is responsible for the implementation of this policy and procedure and ensuring that relevant staff members are fully trained in its operations and students are made aware of its availability.

Guidelines

The general principles that apply to all stages of this policy are:

- All grievances and complaints will be managed fairly and equitably and as efficiently as possible.
- The Complainant and Respondent will have the opportunity to present their case at each stage of the procedure.
- The Complainant and Respondent have the option of being accompanied/assisted by a third person (such as a family member, friend, or counsellor) if they so desire.
- The Complainant and Respondent will not be discriminated against or victimised.
- All discussions will be recorded in writing. Reasons and a full explanation for decisions and actions taken as part of this procedure will be provided in writing to the Complainant and/or the Respondent if requested.
- Records of all grievances and complaints will be kept for a period of at least 5 years. These records will be kept strictly confidential and stored under the control of the General Manager in the Grievance and Complaint Register.
- The Complainant will have access to this grievance and complaint procedure at no cost and access to an external appeals process at minimal or no cost.

Where it is expected that more than 20 business days are required to process and finalise the grievance or complaint, the Complainant will be informed in writing as to the reason why and will receive regular updates on the progress of the matter.

Any matter arising from a grievance, complaint, or appeal that reveals a systemic issue requiring improvement action will be reported to the School's Director and managed and implemented as part of the School's continuous improvement process to take corrective action to eliminate or mitigate the likelihood of reoccurrence.

An informal grievance or complaint can be discussed directly with the person concerned or with Sydney Design School management. If the complainant is satisfied with the outcome of the discussion, the matter is considered resolved.

Stage One

A formal grievance or complaint should be submitted by completing the Grievance and Complaint Form located on the Student Hub on the eCampus. This will be automatically submitted to the Sydney Design School Student Enrolment Administrator or Interior Design Online Student Registrar who will confirm receipt of and process the complaint or grievance within 2 business days. This form should be submitted within 10 business days of the event resulting in the grievance or complaint to allow for an adequate investigation.

The General Manager will then assess the grievance or complaint, investigate the issue, determine the outcome, and advise the Complainant in writing of their decision within 5 business days. The Complainant will be advised of their right to access Stage Two of this procedure if they are not satisfied with the outcome of Stage One.

Stage Two: Appeal

If the Complainant is not satisfied with the outcome of Stage One, they may lodge an appeal in writing to nicole@sydneydesignschool.com.au.

The Complainant's appeal will be determined by an independent and impartial officer of Sydney Design School or Interior Design Online. The Reviewer will conduct all necessary consultations with the Complainant and other relevant persons and make a determination of the appeal.

The Complainant will be advised in writing of the outcome of their appeal, including the reasons for the decision, within 5 business days. The Complainant will be advised of their right to progress to Stage Three of the grievance procedure if they consider the matter unresolved.

Stage Three: External Support

If the Complainant is not satisfied with the outcome of Stage Two, they may request that the matter be referred to an external dispute resolution process by a body appointed for this purpose by the School.

The purpose of the external appeals process is, in most cases, to ensure that Sydney Design School/Interior Design Online has followed its policies and procedures.

The details for the external body of **Resolution Institute** are:

Address: Suite 1902, Level 19 Tower A, Zenith Centre, 821-843 Pacific Highway, Chatswood NSW 2067

Phone: (02) 9251 3366 Freecall: 1800 651 650

Email: infoaus@resolution.institute

Website: www.resolution.institute

The School will give due consideration to any recommendations arising from the external review within 10 business days.

Mediation

Sydney Design School/Interior Design Online is a member of the Resolution Institute's Student Mediation Scheme.