

Dispute and Grievance Resolution Policy

1. Introduction

Study Hub West Coast encourages students to resolve any issues or concerns that they may have at the earliest appropriate opportunity with the Study Hub Manager. The preferred process involves students being able to resolve issues to their satisfaction internally with the Manager.

2. Policy

Open communication and feedback are regarded as essential elements of a satisfying and productive work environment. Students should feel comfortable with discussing issues with the Manager in accordance with the procedures outlined below.

All formal avenues for handling grievances will be fully documented and the students wishes will be taken into account in the determination of appropriate steps and actions.

No student will be intimidated or unfairly treated in any respect if they utilise this procedure to resolve an issue.

Throughout this procedure, normal work shall continue. Each of the foregoing steps shall be followed in good faith and with out undue or unreasonable delay by either party.

3. Procedure

- 3.1 A student who considers that they have a dispute or grievance should raise the matter with their immediate Study Hub Manager as a first step towards resolution. The two parties should discuss the matter openly and work together to achieve a desired outcome.
- 3.2 If the grievance of dispute is not resolved, the student may refer the matter to The Executive Director of the West Coast Heritage Centre, whom are the Management Body for Study Hub West Coast.
- 3.3 The Director will schedule an initial meeting with the student to ensure they fully understand the student complaint. The student has the opportunity to have a support person at the discussion, ensuring they follow the steps outlined below:
 - If more than one person is present, establish the role of each person. Please note that the role of the support person at the discussion is to provide inactive support.

- Inform the parties that any information obtained in the conduct of the review is confidential.
- Listen to the complaint and diagnose the problem
- Take accurate and detailed notes of all conversations (including dates, people involved) and attach any supporting documentation.
- If deemed necessary, provide the student with a written summary of the meeting and clarification of the next steps to be taken.

The Director must ensure that the manner in which the meeting is conducted will be conducive to maintaining positive working relationships, and will provide a fair, objective and independent analysis of the situation.

All parties are to maintain complete confidentiality at all times. Discussions should take place within fourteen days, however this time period may be extended by agreement between the parties.

3.2 All decisions made by the Executive Director pertaining to resolution of the matter will be given due consideration to the ramifications of the student, as well as the Study Hub in general with fair treatment and without fear of intimidation.

4. Contacts

Contact Person	Contact Information	Resources Information
Nicola Bolt	0491 205 400 nicky@studyhubwestcoast.com.au	Discussion, conciliation and/ or resolution of a complaint
Phillip Vickers	0437 096 971 wch.ltd@bigpond.com	Discussion, conciliation and or a resolution of complaint