

Academic and non-academic grievance policy and procedure

Basair Aviation College is committed to providing an effective, efficient, timely, fair and confidential grievance handling procedure for all students. Complainants will not be victimised or discriminated against. Complainants are entitled to access this grievance procedure regardless of the campus at which the grievance has arisen, the complainant's place of residence, or mode of study. Grievances may arise from academic or non-academic matters. Academic matters include those matters which relate to student progress, assessment, course content or awards in a VET course of study. Non-academic matters include everything else.

The Chief Financial Officer is responsible for the implementation of this policy and procedure. The Chief Financial Officer is also responsible for ensuring that all staff are fully trained in its operation and that students are made aware of its availability. The Base Manager at each campus is required to conduct face-to-face training of this policy with all new employees. Acknowledgement of this policy is a required item on the "New Employee Checklist" which is used during the induction of new employees, and maintained by the Chief Financial Officer.

General principles applying to all stages of this grievance policy which will be adhered to by Basair Aviation College are:

- The complainant and respondent will have the opportunity to present their case at each stage of the procedure
- The complainant and the respondent have the option of being accompanied or assisted by a third person, such as a family member, friend or counsellor, if they so desire
- At all stages of the process, discussions relating to complaints, grievances and appeals will be recorded in writing. A full explanation in writing for decisions and actions taken as part of this procedure will be provided to the complainant and/or the respondent upon request by them
- Records of all grievances will be kept for a period of five years. These records will be kept strictly confidential and stored in the Chief Financial Officer's office
- A complainant shall have access to this grievance procedure at no cost

Initially, formal grievances should be submitted in writing to:

Leesa Schibeci
Chief Financial Officer
628/23-25, Airport Avenue,
Bankstown Airport, NSW 2200

The Chief Pilot or Faculty Director within Basair Aviation College will then assess the grievance, determine the outcome and advise the complainant in writing of their decision within 10 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. In this instance, they may lodge an appeal in writing to:

David Trevelyan
Chief Executive Officer
628/23-25, Airport Avenue,
Bankstown Airport, NSW 2200

The complainant's appeal will be determined by David Trevelyan. David will conduct all necessary consultations with the complainant and other relevant persons and determine the validity of the appeal. The complainant will be advised in writing of the outcome of their appeal, including the reasons for the decision, within 20 business days. The complainant will be advised of their right to progress to stage three of this grievance procedure if they consider the matter unresolved.

The final stage is through an external dispute resolution process by a body appointed for this purpose by Basair Aviation College. The details of the external are Leadr: (+61 2) 9251 3366 or free call 1800651650. Basair Aviation College will give due consideration to any recommendations arising from the external review within 20 business days.