

## ***GRIEVANCE PROCEDURE***

Each student has the right to seek redress if they believe that they have been treated unfairly. The stages in the process indicate that students should follow the correct channels in attempting to resolve the issue before bringing their concern to the most senior School staff, but it is hoped that providing this information clearly will also make it clear that it is possible to pursue the concern to this level if necessary.

### **Informal Stage:**

If a student has a complaint concerning academic or administrative decisions, the behaviour of staff, the quality of teaching, the provision of university services etc, they should initially discuss it with the person concerned.

If they are anxious about raising the matter with this person or are unable to contact them then they should discuss it with the next most senior staff member (refer to attached diagram).

You should try to do this within 10 days of the action or decision you are concerned about. Ideally, no more than 10 working days should be spent trying to resolve a grievance informally.

### **Formal Stage:**

Depending on your course of enrolment (Coursework or Higher Degree Research) if a grievance is not resolved informally, you may lodge a formal grievance with the following staff:

1. **Coursework:** The Chair of the PGSC or Manager, APO for referral to the School's Postgraduate Studies Committee
2. **Higher Degree by Research:** The Chair of the HDRC or Manager, or APO Manager for referral to the Schools' Higher Degree Research Committee.

You must do this in writing giving details of the grievance and the steps taken so far to resolve it. If any of the aforementioned staff were involved in trying to resolve the grievance informally, then the letter should be written to the School Manager.

The person who receives the formal letter of grievance will acknowledge it within 5 working days and give a timeline for resolving the issue.

If you still do not think that your grievance has been adequately resolved, you can appeal to the Academic Board of the University.

To do this you must write to the Secretary of the Academic Board within 20 days of receiving the outcome of the formal complaint. The complaint letter should give the grounds for the appeal details of the complaint and the steps taken so far to resolve it.

The Academic Board is the highest level for appeals within the University using the Student Grievances Policy and PhD procedures. Details of the appeal processes in other statutes and policies are available at: <http://www.services.unimelb.edu.au/>

In 2001, the Victorian Parliament passed the Whistleblowers Protection Act. This gives protection to anyone who has a serious complaint about corrupt or improper conduct by an officer or member of staff of a public body such as a university. To receive the protections of the Act, a person has to make a "protected disclosure" as defined by the Act. The University of Melbourne has detailed procedures for dealing with such disclosures. For more information please visit

<http://www.hr.unimelb.edu.au/whistleblowers-protection/>

# HIGHER DEGREE BY RESEARCH/PHD CANDIDATES

