

Student Grievance Resolution

Introduction:

MISTC approaches student grievance resolution according to the following guidelines:

- the resolution of student grievances will be handled informally where possible and always documented;
- student grievances will be addressed as close as possible to the source of student dissatisfaction;
- grievances will be resolved expeditiously and with due regard for confidentiality;
- grievances will be regarded by staff as valuable input to the continuous improvement of programs, policies, procedures and services;
- grievance procedures and the support available to students will be widely publicised to facilitate access to the grievance resolution process;

Policy:

Student grievance resolution processes at MISTC seek to facilitate the informal resolution of grievances as close as possible to the source of student dissatisfaction, though there will be instances when either students will formally appeal decisions or a grievance needs to go to a higher authority for resolution.

Students have several avenues to express their grievances and this includes their lecturers, student administrators, student affairs, feedback/complaint forms and other frontline staff.

Where a student has lodged a formal grievance or appeal, the process to resolve the grievance should commence no later than 5-21 days after receipt by the Institute of the grievance or appeal. Where required, the matter will be escalated and all reasonable measures should be taken by the decision-maker to ensure the matter is finalised as soon as practicable.