

Combined Academic and Non Academic Grievance Policy and Procedures
The Holistic Healing Company PTY LTD Trading as Australian College of
Hypnotherapy
[ABN: 34097426303 ACN: 097428303]

Definitions

For the purposes of this document the following applies:

The Act refers to the *Higher Education Support Act 2003*

Student/s refers to all persons enrolled or seeking to enrol in a unit of study that meets the course requirements under subclause 45(1) of Schedule 1A of the Act who are, or would be, entitled to VET FEE-HELP assistance under clause 43 of Schedule 1A of the Act.

Complainant refers to Students (as defined above) who have lodged an academic or non-academic complaint with **The Holistic Healing Company Pty LTD Trading as Australian College of Hypnotherapy**

Overview

The Holistic Healing Company Pty LTD Trading as Australian College of Hypnotherapy is committed to providing an effective, efficient, timely, fair and confidential academic and non-academic grievance handling procedure for all students.

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 those matters which do not relate to student progress, assessment, course content or awards in a course and include complaints in relation to personal information that the provider holds in relation to the Student. Non-academic grievances tend to arise from events occurring at a provider or from decisions made by a provider.

Responsibility

Chief Executive Officer is responsible for implementation of this policy and procedure and ensuring that all staff are fully trained in its operation and Students and Complainants are made aware of its availability.

Formal Grievance Procedure

General principles applying to all stages of this grievance procedure which will be adhered to by are: **The Holistic Healing Company Pty LTD Trading as Australian College of Hypnotherapy**

- 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/assisted by a third person (such as a family member, friend or counsellor) if they so desire.

Document: Formal Grievance policy	
Approved by: CEO	Version date: 23 rd August 2016
Version 1	Review date: 23 rd August 2017
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- The Complainant and the respondent will not be discriminated against or victimised.
- At all stages of the process, discussions relating to complaints, grievances and appeals will be recorded in writing. Reasons and 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 if requested.
- Records of all grievances will be kept for a period of five years. These records will be kept strictly confidential on the computer system and copy is stored offline The complainant shall have appropriate access to these records.
A Complainant shall have access to this grievance procedure without charge.

Stage One

Formal grievances should be submitted in writing clearly outlining the grievances and marked to the attention of the VET manager as follows:

VET Manager
136 Moore Street ,
Leichhardt NSW 2040

The VET Manager within the **The Holistic Healing Company Pty LTD Trading as Australian College of Hypnotherapy**

will then assess the grievance, determine the outcome and advise the Complainant in writing of their decision within 28 working 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

If the Complainant is not satisfied with the outcome of Stage One they may lodge an appeal in writing with the CEO of **The Holistic Healing Company Pty LTD Trading as Australian College of Hypnotherapy**

The Complainant's appeal will be determined by the CEO or an independent and impartial officer which will be one of the following:

Lyndal Briggs (President of the Australian Society of Clinical Hypnotherapy).
Denise Archie (CEO Coaching College)
Jackie Green (MasterTrainer GR Group)

The Holistic Healing Company Pty LTD Trading as Australian College of Hypnotherapy (the Reviewer)

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 28 Days.

The Complainant will be advised of their right to progress to Stage Three of the grievance procedure if they consider the matter unresolved.

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Stage Three

If the Complainant is not satisfied with the outcome of Stage Two they may request that the matter be referred to another person appointed for this purpose by **The Holistic Healing Company Pty LTD Trading as Australian College of Hypnotherapy**

The details for the external body and contact person are:

Tafe Directors
Turner Hall Building B
731-695 Harrie Street Ultimo NSW 2007
02 9217 3180

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will give due consideration to any recommendations arising from the external review within 28 Days.

Publication

This *Academic and Non-Academic Grievance Policy and Procedure* will be made available to Students enrolled with **The Holistic Healing Company Pty LTD Trading as Australian College of Hypnotherapy** through publication on the website www.ach.com.au and Student Handbook.

This *Academic and Non-Academic Grievance Policy and Procedure* was agreed to and ratified by **The Holistic Healing Company Pty LTD Trading as Australian College of Hypnotherapy**

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