Objectives

To set out clear guidelines in regard to all matters related to any case of student grievance regardless of whether or not the grievance is real or perceived. Grievance may be based on any matter where an individual believes that they have grounds for complaint of an academic nature or a complaint regarding an issue relating to racial or sexual harassment, or discrimination on the grounds of disability, race, religious belief, political viewpoint, gender, or marital status.

Guidelines

- All appeal rights and privileges are granted to WCI students who have a grievance against any decision made by any WCI authority or committee, and believe that they have not been treated with fairness and equity.

- Grievances arising within WCI regarding decisions made by any WCI committee or authority shall be dealt with efficiently and in a manner which affords natural justice to all parties.

- Grievance resolution will aim to provide fair, effective and open organisational response to grievances.

- Grievance resolution will aim to minimise personal and organisational dysfunction arising from unresolved grievances.

- A WCI mediator may be appointed to assist in the resolution of grievances. Such an officer will provide independent assistance to all parties making, or responding to a grievance.

- A WCI appointed mediator may be used in the resolution of grievances. Such a person will remain neutral and assist disputants (at their request) to reconcile their conflict without judging the facts, or rights of the case.
All appeal rights and privileges are granted to WCI students who believe they have a grievance under the following legislation:

- Racial Discrimination Act (1975) (Commonwealth)
- Sex Discrimination Act (1984) (Commonwealth)
- Disability Discrimination Act (1992) (Commonwealth)
- Disability Services Act 1992 (WA)
- Freedom of Information Act 1992 (WA)
- Workplace Relations Act 1996 (Commonwealth)
- Equal Opportunity for Women in the Workplace Act 1999 (Commonwealth)
- Privacy Act 1988

**Administrative procedures**

- Any student who has a grievance and wishes to proceed through the WCI formal appeal process must submit the relevant WCI form with all supporting documentation, within five working days of the dispute that is the basis of the grievance. The grounds for the appeal and the relevance of this to the individual dispute situation, must be clearly stated on the appeal form and submitted with all supporting original documentation,

- On receipt of the appeal, the relevant WCI Appeal Committee shall:
  - Acknowledge receipt of the appeal documentation within five working days.
  - Investigate the claims outlined in the appeal, and make a decision on a resolution. If necessary, the appointed Appeal Committee may seek advice from other relevant internal or external authorities. The student/s involved in the appeal may be required to appear before the Appeal Committee if further information or clarification is required.
  - Notify the student, in writing, of the decision made by the Committee within five working days of the decision being made.
  - Any student who believes that, in the process of undertaking the appeal there has been a lack of procedural fairness, may seek advice from the Grievance Resolution Officer as to any further action that may be taken in regard to the resolution of their appeal.