

FACULTY OF EDUCATION

GRIEVANCE PROCEDURE



THE UNIVERSITY OF
MELBOURNE

Each student has the right to seek redress if they believe that they have been treated unfairly. 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 person's supervisor or one of the following:

- Director, Learning and Teaching
- the Associate Dean (Teacher Education) or the Associate Dean (Research and Research Training) or
- the Manager of Academic Services
- the Manager of Research Services

Contact details for the above mentioned staff can be obtained by contacting the Faculty of Education Student Centre.

Students or staff who believe they have not received a satisfactory explanation after making an inquiry through the above channels may seek information and advice from central support services of the university or from the services provided for students by the appropriate student association.

<http://www.services.unimelb.edu.au/>

<http://www.union.unimelb.edu.au/>

Having taken this advice you may:

- Decide to take no further action, or
- Make a formal complaint in writing to the:

General Manager
Faculty of Education
Alice Hoy Building
University of Melbourne
Victoria 3010

If after this stage you do not believe that the grievance has been adequately resolved then an appeal can be made to the Dean of the Faculty or the Academic Board of the University for resolution of the matter. For more information on this please go to:

<http://www.services.unimelb.edu.au/grievances/grievances.html>

For administrative decisions made within the University a student can also seek redress through the Ombudsman. The Ombudsman can also assist you if you are seeking to explore alleged criminal or serious wrongdoing of University officers or staff. Please visit <http://www.ombudsman.vic.gov.au> for further information.

The University of Melbourne recognises that from time to time staff, students or members of the public may be aggrieved over the actions of the University, a Council or staff member. The University aims to resolve these grievances and has a series of internal policies and procedures designed to achieve satisfactory resolution. In addition, depending on the nature of the grievance or concern, an aggrieved person may lodge a complaint with the Ombudsman, the Equal Opportunity Commission of Victoria, the Human Rights and Equal Opportunity Commission, the Australian Industrial Relations Commission or the University Visitor.

In 2001, the Victorian Parliament passed the Whistleblowers Protection Act. This provides protection from retribution to persons who seek to make disclosures of malfeasance against a range of statutory office holders, public servants and staff and Council members of state authorities. The Act makes disclosure of the identity of a whistleblower and undertaking action detrimental to a whistleblower

criminal offences.

Under Section 68 of the Act, the University is required to establish procedures to facilitate the making of disclosures. These procedures must comply with the Act and the Ombudsman's model procedures.

This policy is designed to implement the Whistleblowers Protection Act, 2001 in the University. For more information please visit <http://www.hr.unimelb.edu.au/whistleblowers-protection/>