



This is a statement of Footscray City Films policy relating to the resolution of student complaints and grievances (non-academic).

It covers any aspect of a student's experience at Footscray City Films, which is not specifically covered by another policy. This policy covers, but is not limited to grievances which may arise as a result of:

- Enrolment
- Payment of fees
- Refunding of fees
- Student charges
- Interaction with Academy staff
- Provision of Footscray City Films services
- Provision of Footscray City Films products

The following matters are covered by specific policies and are therefore excluded from the operation of this policy:

- Assessment appeals
- Sexual harassment
- Discrimination.

### Policy

This policy applies to a Footscray City Films enrolled student and a potential Footscray City Films student (hereafter called 'student').

All students of the College or those seeking to enrol in a course of study with the College are advised in plain English in the Footscray City Films Student Handbook of the steps to resolving student complaints and grievances as follows:

**Step One** If you have a complaint or grievance you need to advise your trainer or Head of the Film School immediately in order for the matter to be resolved. If the matter is unable to be resolved, please refer to the Footscray City Films Student Handbook and make an appointment with the Head of the Film School to discuss the situation.

**Step Two** In preparation for this meeting, write down your complaint or grievance, ensuring that you are specific. Footscray City Films cannot resolve the issue otherwise. Please make sure you sign this letter. Should you and the Head of the Film School not be able to resolve the situation, the Head of the Film School will make an appointment for you to talk with the Chief Executive Officer or the Chief Executive Officer's representative.

**Step Three** You are welcome to bring a support person to the meeting between you and the Chief Executive Officer. If the issue is not resolved, the Footscray City Films will contract a mediator to assist in the resolution the matter.

**Step Four** You will be notified in writing of the outcomes of the process. In addition every student is entitled to access on request the detailed information set out in this policy and the associated procedure.

A complaint or grievance alleging criminal action needs to be referred to the police. Criminal activity includes stealing, vandalism and inflicting bodily harm on another student or staff member. Complaints of this nature need to be referred immediately to the Chief Executive Officer.

### At Footscray City Films:

1. Information about Footscray City Films complaints and grievances procedure is given to the student upon initial enquiry to Footscray City Films in the Information for Potential Students brochure provided in the Student Information Pack

2. Information about Footscray City Films complaints and grievances procedures is given to all enrolled students in the Footscray City Films Student Handbook
3. The complaints and grievances procedure is undertaken by Footscray City Films without cost to the student, except where a student should be dissatisfied with the outcome of an Appeal hearing, where the student may seek resolution from an external mediation service
4. Student complaints or grievances are resolved promptly, objectively and with sensitivity and in complete confidentiality
5. The complaints and grievances handling system is student focussed and prevents complaints or grievances from recurring • There is a consistent response to complaints and grievances
6. Student complaints and grievances are an opportunity to improve Footscray City Films systems.