



Waverley Adult Literacy
Program Inc.
Reg. No: 6438

WAVERLEY ADULT LITERACY PROGRAM INC. AV B0003216A

TUTOR AND STUDENT GRIEVANCE AND APPEALS POLICY

11.9

1. Waverley Adult Literacy Program Inc. is committed to resolve quickly and peacefully any grievances that students and tutors may need resolved.
2. Students/tutors are encouraged to seek a meeting with the Coordinator at any time to discuss any problems.
3. If the Coordinator is part of the dispute then students/tutors are encouraged to seek advice from the head of the Committee of Management or any committee member to assist in resolving the dispute with a minimum of fuss.
4. If the situation is not resolved the student/tutor may place the grievance in writing for presentation at a general meeting of the Committee of Management.
5. The student/tutor may attend the management meeting to clarify the written grievance but will not be present, or have input into the decision-making concerning the outcome.
6. Students/tutors may request an interpreter, translator, carer or other advocate to participate in, and mediate information and procedures on behalf of the student/tutor.
7. Each complaint, grievance or appeal and its outcome will be recorded as a written statement.
8. A written statement of the appeal outcomes, including reasons for the decision, will be given to the student/tutor.
9. Every endeavour will be made by the Coordinator and the Committee of Management to resolve the dispute in the interest of the student/tutor.
10. The Committee's decision will be final.

Committee approved: 10 AUGUST 2018

Reviewed: JUL 18

Signature:

J. Campbell