

GRIEVANCE

A Grievance is a complaint you may have about the university in relation to any administrative and/or academic matter

Monash Grievance Policy

Complaints should first be addressed informally between parties. If this is unproductive, formal Grievance procedures should be followed

Steps for Grievance Resolution

Get the facts straight.

Include dates and the sequence of events, and summaries of any verbal or written communication. Be detailed and provide evidence if possible. Separate fact from interpretation.

Separate a personal grievance from a systemic grievance.

Be clear as to whether the issue relates to you personally or involves an area of policy that should be changed.

If the latter is the case, speak to someone from the faculty or student club, as they might be able to raise it in a policy committee. Also, you may want to publicise the problem through leaflets or the student newspaper, request a meeting between students and staff, nominate student delegates to represent the issue to departments or committees, lodge petitions, seek a mediator, conduct surveys, campaigns, etc.

Have a clear idea of what you want to achieve, and the minimum you will accept, but...

Avoid the mistake of seeing conflict as a 'win-lose' situation, where one person has to get all they want, and the other has to give in completely. Conflict is rarely about one person being 'right.' Start with the attitude that you have a reasonable point of view, that you are dealing with a reasonable person, and that you are prepared to listen to the other side and be able to compromise.

Your Student Rights Officers:

 9905 3118 OR  9905 3126
 studentrights.msa@adm.monash.edu.au

Informal Resolution

It is your responsibility to initially try to resolve the issue with the person or area with which you have the grievance.

If this is unproductive, or you do not feel you are able to directly address the person with whom you have a concern, try speaking with the Head of School, Chief Examiner for your subject, Faculty Manager or other relevant administrator.

Formal Resolution

It is advisable to see a Student Rights Officer for advice to ensure that your case is presented as well as possible.

Your Grievance must be in writing and addressed to the person designated to receive Grievances with the faculty or department concerned—the Faculty Grievance Officer.

If it is not resolved at faculty level, you may then lodge your Grievance with the University Ombudsman.

If you are not satisfied with the outcome at the university level, you may then lodge your Grievance with the Victorian Ombudsman.

Faculty-specific Procedures

The above procedures cover the general university policy.

It is important to understand how each faculty will implement them, and any other advice your faculty has regarding Grievances. This information can be accessed either online or by visiting the faculty.

The information in this document is a guide only and not exhaustive.

***A Student Rights Officer can help you with all of these steps.
It is highly recommended that you seek our advice early in the process***

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