



The Australian Shiatsu College (ASC) is dedicated to the enhancement of the human condition through the mindful development and application of shiatsu and oriental therapies.

Theory and practice come to life through the lived experiences at the Shiatsu College. There is an abundance of opportunities for students to come together to explore their personal journey of understanding of their own wellbeing so as to appreciate the needs of clients into the future.

The college has fostered strong and meaningful relationships with a diverse cross section of the public and community groups to ensure students enjoy a rich and meaningful practicum, where individuals emerging competency in shiatsu and oriental therapies skills come to life with interpersonal connections and an appreciation of the lived human condition.

As lifelong learners, together we forge long lasting and deep friendships and professional connections. We are a strong community of students and teachers who together are committed to the ongoing learning and teaching of shiatsu and oriental therapies

As part of this commitment, we welcome feedback to assist us to continuously improve the quality of our learner resources, teacher support and professional development, and our administrative services. Your feedback may take the form of a complaint, compliment or suggestion.

Complaints & Appeals

Please take a moment to read the following points before completing the Complaints Form.

LOCAL RESOLUTION

In most cases you should first attempt to resolve a matter at the local level, directly with the relevant people. If you have not attempted local resolution you may be requested to do so before your complaint will be considered.

TIMEFRAME

You should submit your complaint within a reasonable timeframe. For some academic matters such as results, assessment, and special consideration, you are expected to submit a complaint within 21 working days

REASONABLENESS

When making complaints you are expected to:

- Identify yourself
- Clearly identify and define the matter
- Provide all relevant information available at the time
- Articulate the desired outcome
- Promptly respond to any requests for further information.

If these expectations are not fulfilled, ASC may determine not to investigate or respond to a complaint.

A complaint that is determined to be frivolous, vexatious, lacking in substance or based on an unreasonable rationale may be dismissed and may not be responded to.

If a matter has already been dealt with, unless it is established to the satisfaction of ASC that there is a further, unresolved issue to be considered, ASC will not process or investigate the complaint.

You must not pursue multiple avenues for a complaint, review or appeal, nor pursue avenues independent of the resolution framework established in this policy and associated guideline.

Once you have exhausted your rights within the complaints, review and appeals process, the matter is closed.

ASC may (based on history or other circumstances) determine that a complainant is vexatious and, based on that determination, may refuse to entertain or deal with that person's complaints or applications for review and appeal. If a person uses the complaints framework to harass others or disrupt ASC activities this may be grounds for considering whether they should be admitted or allowed to continue ASC.

SENSITIVE ISSUES

Where complaints involve allegations of discrimination, bullying or sexual harassment, the complainant must be willing to be identified to the alleged wrongdoer.

Complainants and respondents are not compelled to use the local resolution process. If the complainant or respondent feel that local resolution is not appropriate, they have the option of proceeding immediately to the formal complaint handling stage.

Depending on the nature of the case, steps that may be considered to address the matter at the local resolution stage include:

- The student approaching the respondent (accompanied by a support person if they feel the need) with the details of their allegation and the outcomes they request.
- The student raising the issue with a College Director member.
- Mediation involving a meeting of the complainant and respondent to present their concerns in person in an attempt to achieve agreed outcomes. This may be facilitated by a College Director or staff with specialist expertise in sensitive issue complaints or an external independent person.
- If the matter is not satisfactorily resolved through local resolution and you wish to proceed, you should lodge a written complaint.
- Depending on the nature of the case, steps that may be considered to address the matter at the formal complaint stage include:
 - Mediation – If this was not attempted as part of the local resolution process.
 - Investigation – An investigation may be conducted to determine findings of fact. These facts are used to recommend actions to be taken by ASC to resolve the

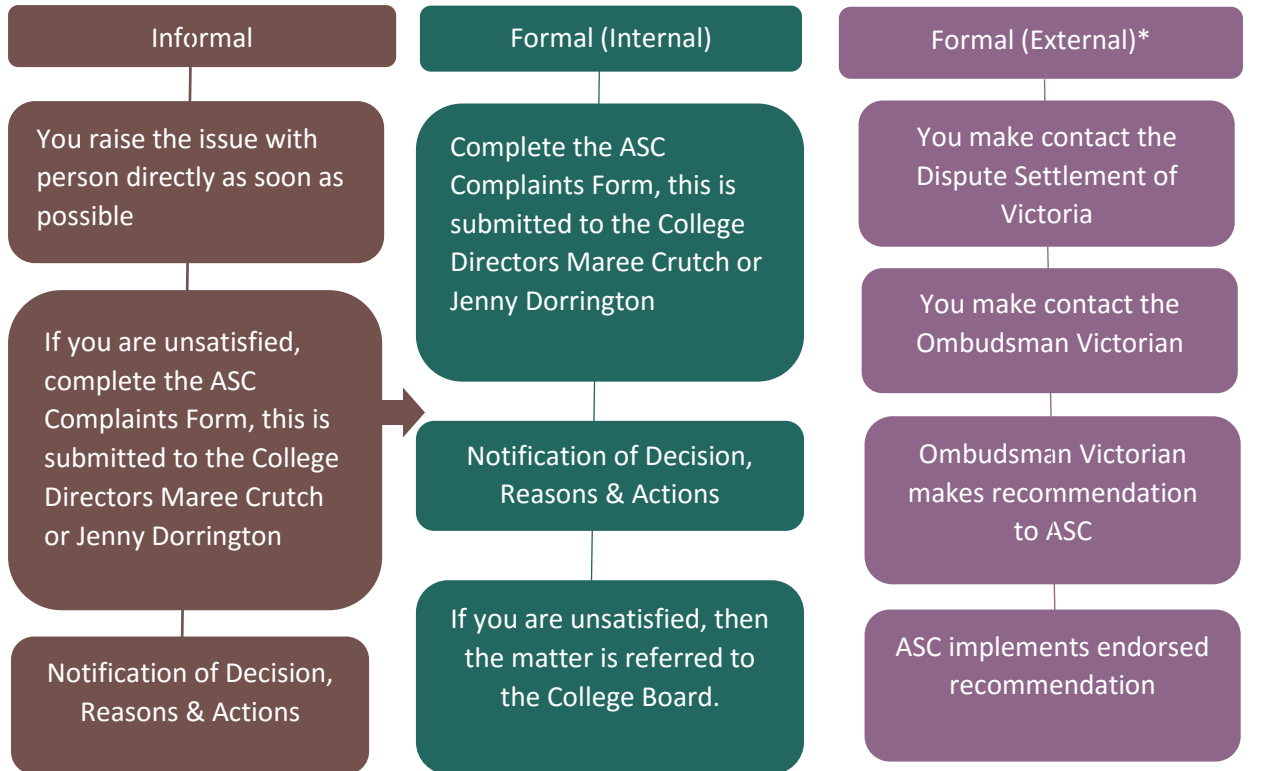


complaint. Facts are determined on the balance of probabilities. ASC may choose to have an external person or body undertake an investigation.

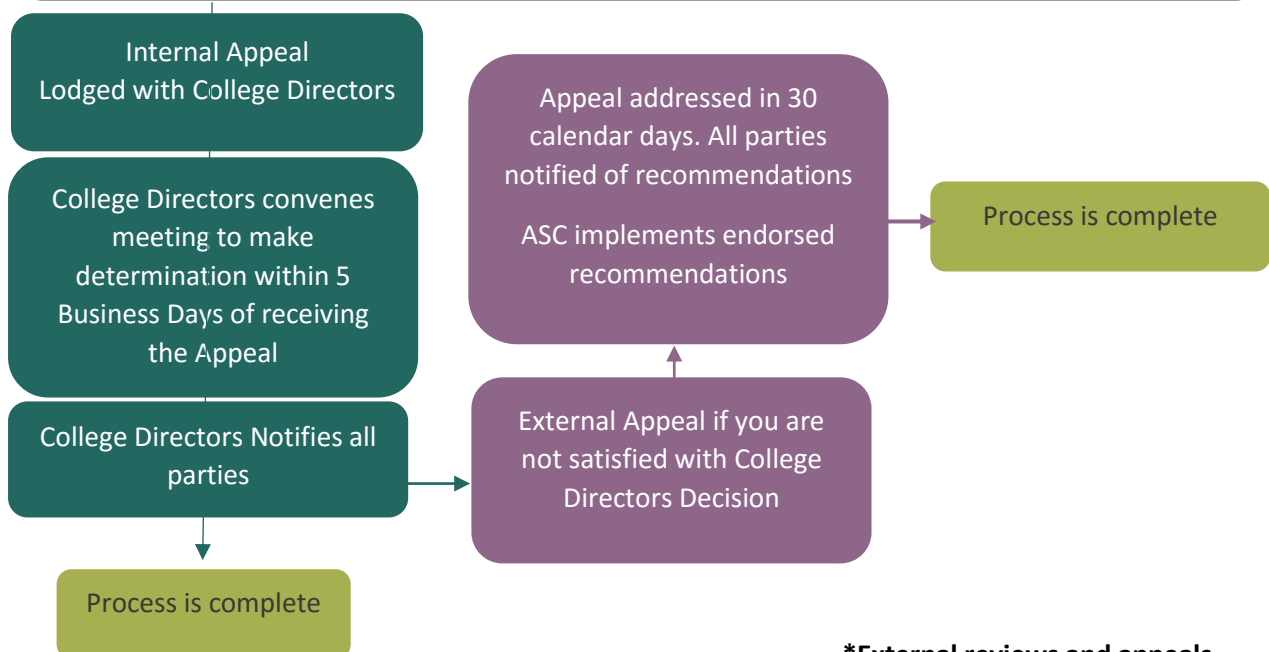
ASC recognises that in some sensitive cases a meeting between the complainant and the respondent may not be appropriate.

Grievance Process Guidelines & Overview

If you're having a problem, where appropriate you should first discuss the issue with the person directly, if the problem is not resolved you can then commence the more formal process.



If your problem is resolved at this point the process finishes here.
If you are not satisfied with the decision, you can lodge an appeal so that the issue can be reviewed



***External reviews and appeals**



You have a right to request that the Victorian Ombudsman review ASC's decisions. The Ombudsman Victoria may require that you exhaust ASC's review and appeal processes before they will consider your case.

<http://www.disputes.vic.gov.au/mediation>

Compliments and Suggestions

Should you wish to provide ASC with a compliment or suggestion, we encourage you to submit your feedback. Thank you for taking the time to provide ASC with feedback.