

Grievance Procedure – Griffith Homestay

Description of the Procedure

This document provides a summary of the procedures that are designed for the resolution of grievance about the decisions or actions that adversely affect homestay hosts and students.

1.0 Introduction

These procedures are designed for the resolution of grievances relating to Homestay. Griffith Homestay will assist parties (Students or Homestay Hosts) in reaching a positive outcome as Griffith Homestay is committed to dealing with homestay issues quickly and fairly. Depending on the nature of the grievance, Homestay staff can determine the appropriate pathway for the complainant to resolve the problem.

2.0 Scope

This procedure applies to all homestay related activities/incidents.

3.0 Application

Mediation is the guiding principle of this policy and accompanying procedures. The objective is to resolve the matter in an efficient and timely manner that ensures an equitable outcome is achieved.

Both parties are initially encouraged to resolve the matter before proceeding with this formal grievance procedure.

4.0 Protocol

All parties to the grievances will ensure confidentiality is maintained throughout the entire grievance process. Accurate and appropriate records will be kept by the person/s responsible during the process. The record should include at least the following:

- who was present;
- when the meeting took place;
- what was discussed;
- the outcomes; and
- the actions agreed to be taken.

5.0 Process

Should an issue arise relating to Homestay, both parties are encouraged to try to resolve the matter before proceeding with the formal grievance procedure as outlined below.

1. Contact the Homestay Office during working hours either in person or by email or phone to discuss your concerns.
Phone: (07) 37357919
Email: homestay@griffith.edu.au
Homestay Office, Building N11, Nathan Campus, Griffith University.
2. If these staff members are unable to assist you in this matter a private appointment will then be made with the Homestay Coordinator or The Manager, Griffith Accommodation to talk about the grievance.

3. If the dispute cannot be resolved at this point the Homestay Office will schedule a meeting between the two individuals. A Mediator will be appointed to facilitate the meeting, however, they will not be directly involved in the discussion between the two parties.
4. Either party may be accompanied by another person to act in the role of supporter. The support person is to observe the meeting and provide support, however, they may not represent the party or speak on their behalf.
5. During this meeting each party will be given the opportunity to explain the situation from their point of view.
6. The Mediator will provide a brief summary of the two statements, which will help identify the concerns of each party.
7. The two parties will then be given the opportunity to discuss the issues identified.
8. Each party will then meet individually with Homestay officer to reflect on the mediation session.
9. After the individual session the two parties are given the chance to negotiate potential solutions to the problem.
10. The two parties can then come to an agreement (verbal or written) regarding their chosen solution.
11. After the mediation process, the two parties may choose to debrief with the Homestay officer.
12. If a suitable solution cannot be reached, either party may proceed as per Section 7.0 'Appeals'.

6.0 Sexual Assault, Harassment, Discrimination or Bullying

Griffith Accommodation has zero tolerance for sexual assault, harassment (including sexual harassment), bullying and discrimination.

For the definitions of 'sexual assault', 'harassment', 'discrimination' and 'bullying' refer to Griffith University's 'Student Sexual Assault, Harassment, Bullying & Discrimination Policy'.

In circumstances where there is a complaint of this nature, that complaint will be dealt with in accordance with the Student Sexual Assault, Harassment, Bullying & Discrimination Policy and the Procedures for Reporting and Responding to Student Sexual Assault, Harassment, Bullying and Discrimination, and the parties agree to that policy and that procedure applying.

As outlined in the Homestay Host Agreement and the Homestay Student Agreement if complaints of this nature are made then the Homestay Agreement may be immediately terminated, and the student moved out of the Homestay.

7.0 Appeals

Where the party or parties remain/s dissatisfied with the outcome of the grievance process, the student or host family may lodge a complaint with one of the following external bodies.

English Australia

Phone: 02 9264 4700

Website: <http://www.englishaustralia.com.au>

Overseas Student's Ombudsman

Website: <http://www.oso.gov.au/>

Phone: 1300 362 072* within Australia.

Outside Australia call +61 2 6276 0111. Enquiries 9am to 5pm

Queensland Ombudsman

Phone: 07 3005 7000 or toll free (outside Brisbane) 1800 068 908

Email: ombudsman@ombudsman.qld.gov.au

Website (Ombudsman Act 2001):

<http://www.legislation.qld.gov.au/LEGISLTN/CURRENT/O/OmbudsA01.pdf>

Dispute Resolution Branch - Department of Justice and Attorney-General

Phone: 07 3239 6269 or toll free (outside Brisbane) 1800 017 288

Email: seq.drc@justice.qld.gov.au

The Senior Education Officer

Phone: 07 3237 1883

Postal Address: Office of Non-State Education
Queensland Department of Education
PO Box 15033, City East QLD 4002