



Complaints and Appeals Policy CRICOS 00553M

Requirements

- The school must have an appropriate internal complaint handling and appeals process. A school can use its existing internal complaints and appeals processes as long as it meets the following requirements:
 - there is a process for lodging a formal complaint or appeal if the matter cannot be resolved informally
 - each complainant has an opportunity to formally present their case at minimal or no cost to themselves
 - each party may be accompanied and assisted by a support person at any relevant meetings
 - the complainant is given a written statement of the outcome, including details of the reasons for the outcome
 - the process commences within 10 working days of the formal lodgement of the complaint or appeal and supporting information and the process is finalised as soon as practicable.
- The school must have arrangements in place for an external and independent person/body to hear complaints or appeals arising from the school's internal complaints and appeals process. The school can also refer students to an existing body where that body is appropriate for the complaint or appeal.
- The school must advise the student that the external appeals process can be accessed at minimal or no cost if he/she is dissatisfied with the result of the internal complaints/appeal process.
- If the student chooses to access the school's complaints and appeals processes, the school must maintain the student's enrolment while the complaints and appeals process is ongoing.
- If the decision of any appeals process, internal or external, is a decision in favour of the student, then the school must immediately implement the decision and any corrective and preventative action required. The student must also be immediately advised of the outcome of the appeals process.

Policy

The purpose of St Philip's Christian College's Complaints and Appeals Policy is to provide a student or parent(s)/legal guardian with the opportunity to access procedures to facilitate the resolution of a dispute or complaint. These internal procedures are a conciliatory and non-legal process.

- In the first instance, St Philip's Christian College requests there is an attempt to informally resolve the issue. If this is unsatisfactory or does not result in a resolution of the matter, the College's internal formal complaints handling procedure will be followed.
- The process of this grievance procedure is confidential and any complaints are a matter between the parties concerned and those directly involved in the complaints handling process.

- If the student or parent(s)/legal guardian remain dissatisfied with the outcome, the College will advise of access to an independent external appeals process.
- Grievances brought by a student against another student will be dealt with under St Philip's Christian College's Code of Conduct.
- For conditions which apply to handling of a complaint or appeal arising from the school's suspension or cancellation of a student's studies, please see Section 7 of the College's Deferment, Suspension and Cancellation Policy.

1) Students

- a) Students should contact the student's teacher/International Student Adviser (ISA) and/or Pastoral Care Teacher/Head of School in the first instance to attempt mediation/informal resolution of the complaint.
- b) If the matter cannot be resolved through mediation, the matter will be referred to the Principal. For specific issues for example, Homestay issues will be directed to the ISA, academic issues to the Director of Studies/Head of School.
- c) At this point, the student should notify the school in writing of the nature and details of the complaint (See College Grievance Appeal Form below).
- d) Each complainant has the opportunity to present his/her case to the Principal/other. Students may be accompanied by a support person.
- e) The formal complaints process will commence within 10 working days of the lodgement of the complaint with the Principal/other.
- f) Once the Principal has come to a decision regarding the complaint, the student will be informed in writing of the outcome and the reasons for the outcome.
- g) If the complaints procedure finds in favour of the student, St Philip's Christian College will immediately implement the decision and any corrective and preventative action required.
- h) If the complaints procedure does not find in favour of the student or the student is dissatisfied with the result of the complaints procedure, he/she will be informed of the external complaints and appeals process available to them at minimal or no cost.
- i) St Philip's Christian College undertakes to finalise all grievance procedures within 10 working days where possible.
- j) For the duration of the appeals process, the student is required to maintain enrolment and attendance at all classes as normal.

2) Parent(s)/Legal guardians

- a) Parent(s)/legal guardians should contact the International Student Adviser in the first instance to attempt mediation/informal resolution of the complaint.
- b) If the matter cannot be resolved through mediation, it will be referred to the Principal/other. For specific issues for example, Homestay issues will be directed to the ISA, academic issues to the Director of Studies/Head of School.

- c) At this point, parent(s)/legal guardians must notify the school in writing of the nature and details of the complaint.
- d) Each complainant has the opportunity to present their case to the Principal/other. Parent(s)/legal guardians may be accompanied by a support person.
- e) St Philip's Christian College's internal formal complaints process will commence within 10 working days of the lodgement of the complaint with the Principal/other.
- f) Once the Principal has come to a decision regarding the complaint, the parent(s)/legal guardian will be informed in writing of the outcome and the reasons for the outcome.
- g) If the complaints procedure finds in favour of the parent(s)/legal guardian the College will immediately implement the decision and any corrective and preventative action required.
- h) If the complaints procedure does not find in favour of the parent(s)/legal guardian or the parent(s)/legal guardian is dissatisfied with the result of the complaints procedure, the College will advise of the external complaints and appeals process available to them at minimal or no cost.
- i) St Philip's Christian College undertakes to finalise all grievance procedures within 10 working days.

3) Definitions

- a) Working Day – *any day other than a Saturday, Sunday or public holiday during term time*
- b) Student – *a student enrolled at St Philip's Christian College*
- c) Support person – *a friend/teacher/relative not involved in the grievance* [Schools could note in the definition that lawyers and/or education agents are not acceptable support persons at this stage of the complaints handling process]

External Appeals Body

The Overseas Students Ombudsman is an external complaints and appeals mechanism available to all **private registered education providers** (except South Australia: explained below) and **current - or intending - overseas students** under standard 10 of the National Code 2018.

The Overseas Students Ombudsman will investigate complaints at no cost to the provider or student.

The legislation establishing the Overseas Students Ombudsman passed on 21 March 2011 and came into effect on 9 April 2011.

Notification to all international students:

If you wish to lodge an external appeal or complain about this decision, you can contact the Overseas Students Ombudsman. The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider. See the Overseas Students Ombudsman website www.oso.gov.au or phone 1300 362 072 for more information.



Complaints and Appeals Form

This form is to be completed by International Students who have a complaint, grievance or issue that has not been previously resolved within the College's Complaints and Appeals Policy.

Students will be advised of the outcome within 10 working days following lodgement of this form.

Student Name: _____

Course/level: _____ Class: _____

Date of Grievance Appeal: _____

Brief Outline of Grievance or Concern:

Supporting Evidence: (Circle Correct Answer)

- | | | |
|--|-----|----|
| 1. Medical Certificate Attached | YES | NO |
| 2. Parental Note Attached | YES | NO |
| 3. Other supporting evidence also attached | YES | NO |

Signature of Student: _____

Date: _____

Signature of Parent/Guardian: _____

Date: _____

International Student Advisor Consulted: YES / NO

ISA Signature: _____

Recommendation from Principal:

Outcome of Appeal:

Authorisation of Principal: _____

Date: _____

Student notified of outcome by International Student Adviser (date): _____

- Attach copy of notification to this form
 Copy Student Record