



Type: School Policy	Name: International Students Complaints and Appeals (Grievance) Policy	Policy No: SCH POL-0048
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International Students Complaints and Appeals (Grievance) Policy

(A copy of this Policy will be provided to the student before any contract is entered into and again within 7 days of commencement of the course)

Processes are found in the St Hilda's Communication Policy and Manual.

1. Purpose

The purpose of St Hilda's School'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 involving St Hilda's School, or an education agent or third party engaged by St Hilda's School to deliver a service on behalf of St Hilda's School.

These internal procedures are a conciliatory and non-legal process.

2. Complaints against other students

Grievances brought by a student against another student will be dealt with under the School's Communication Policy and manual.

3. Students

- a) In the first instance, St Hilda's School requests there is an attempt to informally resolve the issue. If this is unsatisfactory or does not result in a resolution of the matter, St Hilda's School's internal formal complaints handling procedure will be followed
- b) Students should contact
 - i) for academic issues: the student's teacher or Head of Curriculum
 - ii) for boarding issues: the Head of Boarding
 - iii) for homestay issues: the CEO of Study Match t/a Australian Student Accommodation in the first instance to attempt mediation/informal resolution of the complaint.
- c) If the matter cannot be resolved through mediation, the matter will be referred to the Principal.

4. Formal Complaints Handling and Appeals Procedure

- a) The process of this grievance procedure is confidential and any complaints or appeals are a matter between the parties concerned and those directly involved in the complaints handling process.
- b) The student must notify the School in writing of the nature and details of the complaint or appeal.
- c) Written complaints or appeals are to be lodged with the Principal.
- d) Where the internal complaints and appeals process is being accessed because the student has received notice by the School that the School intends to report her for unsatisfactory course attendance, unsatisfactory course progress or suspension or cancellation of

enrolment, the student has 20 working days from the date of notification in which to lodge a written appeal.

- e) Complaints and appeals processes are available to students at no cost.
- f) Each complainant has the opportunity to present his/her case to the Principal.
- g) Students and/or the School may be accompanied or assisted by a support person at all relevant meetings.
- h) The formal internal complaints and appeals process will commence within 10 working days of lodgement of the complaint or appeal with the Principal/other and will be finalised within 15 working days or as soon as practicable.
- i) For the duration of the internal complaints and appeals process the student's enrolment will be maintained, as required under the National Code of Practice for Providers of Education and Training to Overseas Students 2018 and the student must continue to attend classes.

However, if the Principal deems that the student's health or well-being, or the well-being of others is at risk she may decide to suspend or cancel the student's enrolment before the complaints and appeals process has been accessed or fully completed. In such cases, the student may still lodge a complaint or appeal, even if the student is offshore.

- j) Once the Principal has come to a decision regarding the complaint or appeal, the student will be informed in writing of the outcome and the reasons for the outcome and a copy will be retained on the student's file.
- k) If the grievance procedure finds in favour of the student, St Hilda's School will immediately implement the decision and any corrective and preventative action required, and advised the student of the outcome and action taken.
- l) St Hilda's School undertakes to finalise all grievance procedures within 14 working days.
- m) For the duration of the appeals process, the student's enrolment and attendance must be maintained.

In all processes of a complaint or grievance St Hilda's School will be guided by the Procedural Fairness Policy. Procedural fairness is a basic right of all individuals. In cases where there is a perceived incongruence between an individual's actions and St Hilda's School Expectations and Policies, the School will aim for a fair decision reached by an objective decision making process.

5. External Appeals Processes

- a) If a student is dissatisfied with the conduct or result of the complaints procedure, she may seek redress through an external body at minimal or no cost. The external appeal process should be accessed within 2 weeks of the decision.
- b) If the student wishes to complain or to lodge an external appeal about a decision made or action taken by St Hilda's School, she may contact the Overseas Students Ombudsman at no cost. The Overseas Students Ombudsman offers a free and independent service for overseas students. Please see www.oso.gov.au or phone 1300 362 072 for more information.

6. Other legal redress

Nothing in the School's Complaints and Appeals Policy negates the right of any overseas student to pursue other legal remedies.

7. Definitions

- a) Working Day – any day other than a Saturday, Sunday or public holiday during term time
- b) Student – a student enrolled at St Hilda's School or the parent(s)/legal guardian where that student is under 18 years of age
- c) Support person – for example, a friend/teacher/relative not involved in the grievance