



Subject: **COMPLAINTS AND APPEALS
POLICY**

Covers: **ALL INTERNATIONAL STUDENTS**

Policy No: INT1 – Version 3

Effective: September 2014

Revised: June 2021

Review Date: June 2023

National ESOS Code: Standard 10
CRICOS Provider Number: 00482K

Complaints and Appeals Policy

A copy of this policy will be provided or made available to the student (or parent(s)/legal guardian if the student is under 18) upon enrolment or as soon as reasonably practicable following enrolment, within 7 days of the commencement of student attendance of the enrolled course and when a student or parent(s)/legal guardian advises the Collegiate Investigating Officer or Deputy Principal of a complaint.

1. Purpose

- a) The purpose of St Michael's Collegiate 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.
- b) The internal complaints and appeals processes are conciliatory and non-legal.

2. Complaints against other students

- a) Grievances brought by a student against another student will be dealt with under the School's policies.

3. Informal Complaints Resolution

- a) In the first instance, St Michael's Collegiate School requests there is an attempt to informally resolve the issue through mediation/informal resolution of the complaint.
- b) Students should follow the Grievance Process Flowchart (attached) which is provided to all students and is displayed on notice boards throughout the school.
- c) If the matter cannot be resolved through mediation, the matter will be referred to the next in line in the flowchart (attached) and St Michael's Collegiate School's internal formal complaints and appeals handling procedure will be followed.
- d) If the matter cannot be resolved through mediation, the matter will be referred to the next level, the Deputy Principal.
- e) Should the matter still remain unresolved the matter may be escalated to Principal.
- f) An appeal to the Principal is the last step before an independent nominee may be engaged to review the matter i.e. Overseas Student Ombudsman.
- g) Mediation is only effective where both parties agree to participate. The School will allow for mediation at any stage of the process.

4. Formal Complaints Handling 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 Collegiate Investigating Officer. A grievance relating to the Collegiate Investigating Officer should be referred to another senior staff member.
- 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 recommend action for unsatisfactory course attendance or unsatisfactory course progress that could reasonably result in or suspension or cancellation of enrolment, the student has 20 working days from the date of receipt of notification in which to lodge a written appeal.
- e) Complaints and appeals processes are available to students at no cost.



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- f) Each complainant has the opportunity to present his/her case to the Principal.
- g) Students and / or the School may be accompanied and assisted by a support person, at all relevant meetings.
- h) The formal grievance process will commence within 10 working days of the lodgement of the complaint or appeal with the Principal.
- i) 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.
- j) If the grievance procedure finds in favour of the student, St Michael's Collegiate School will immediately implement the decision and any corrective and preventative action required, and advise the student of the outcome.
- k) St Michael's Collegiate School undertakes to finalise all grievance procedures within 10 working days.
- l) For the duration of the appeals process, the student's enrolment and attendance must be maintained.

5. External Appeals Processes

- a) If the student is dissatisfied with the conduct or result of the complaints procedure, she may seek redress through an external body. It is recommended the student accesses the external appeals process within two weeks.
- b) If the international student wishes to complain or to lodge an external appeal about a decision made or action taken by St Michael's Collegiate School, he/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.
- c) If an international student is concerned about the actions of the school they may approach the chief executive of the Department of Education, Training and Employment, who, under part 2, division 2 of the Education (Overseas Students) Act 1996, may suspend or cancel the registration of a provider or a course if a breach of the requirements of registration provision is proved. Concerns or complaints about the conduct of a registered provider should be addressed in writing to:

Executive Support Officer to the CEO/Authority
Tasmanian Assessment, Standards and Certification (TASC)
Level 6, 39 Murray Street, Hobart Tasmania 7000
Phone: +61 6165 6000

6. Other legal redress

- a) Nothing in the School's Complaints and Appeals Policy negates the right of a student to pursue ultimate recourse to resolution through legal processes.

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 Michael's Collegiate School or the parent(s)/legal guardian of a student where that student is under 18 years of age
- c) Support person – for example, a friend/teacher/relative not involved in the grievance.

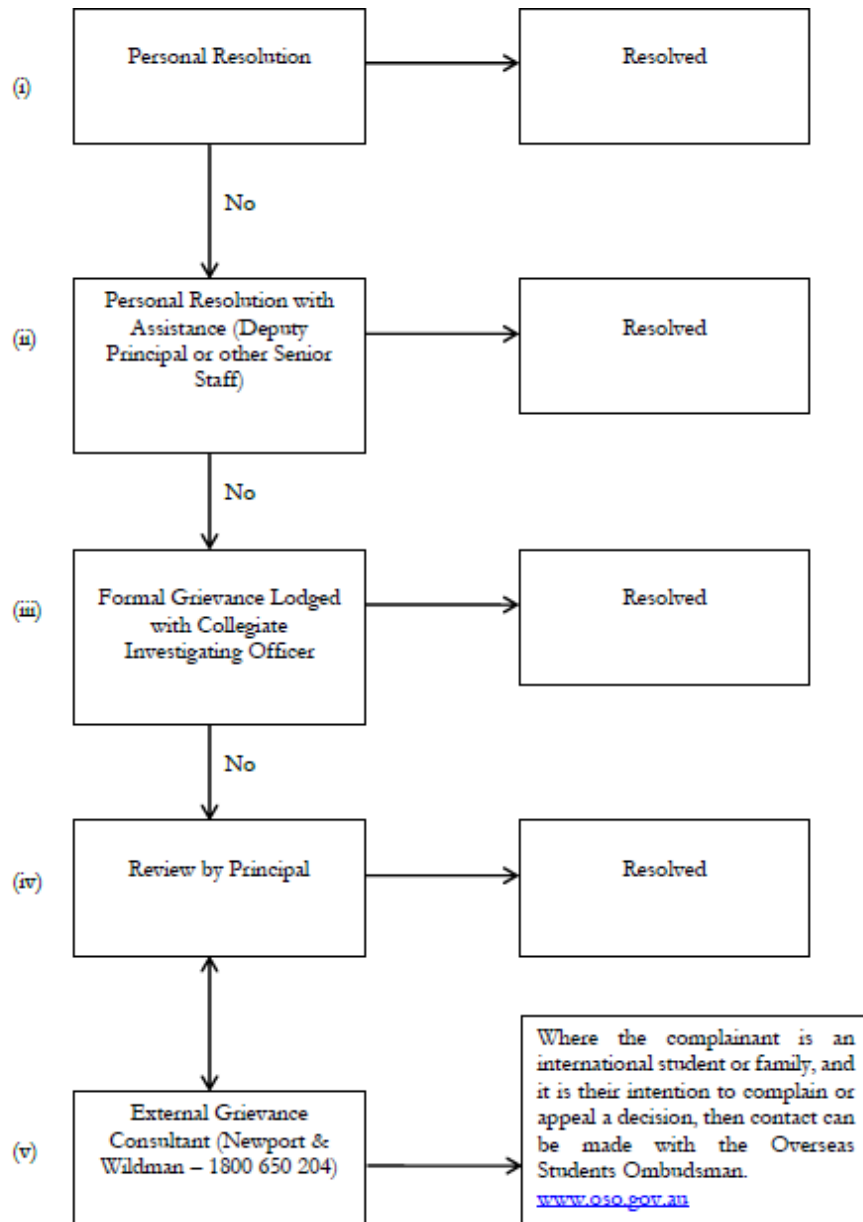


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Grievance Process Flowchart (Formal Classroom Situation)



At any stage a complainant may seek legal advice if they feel the School has not adequately addressed the complaint, or where they are dissatisfied with the processes employed.



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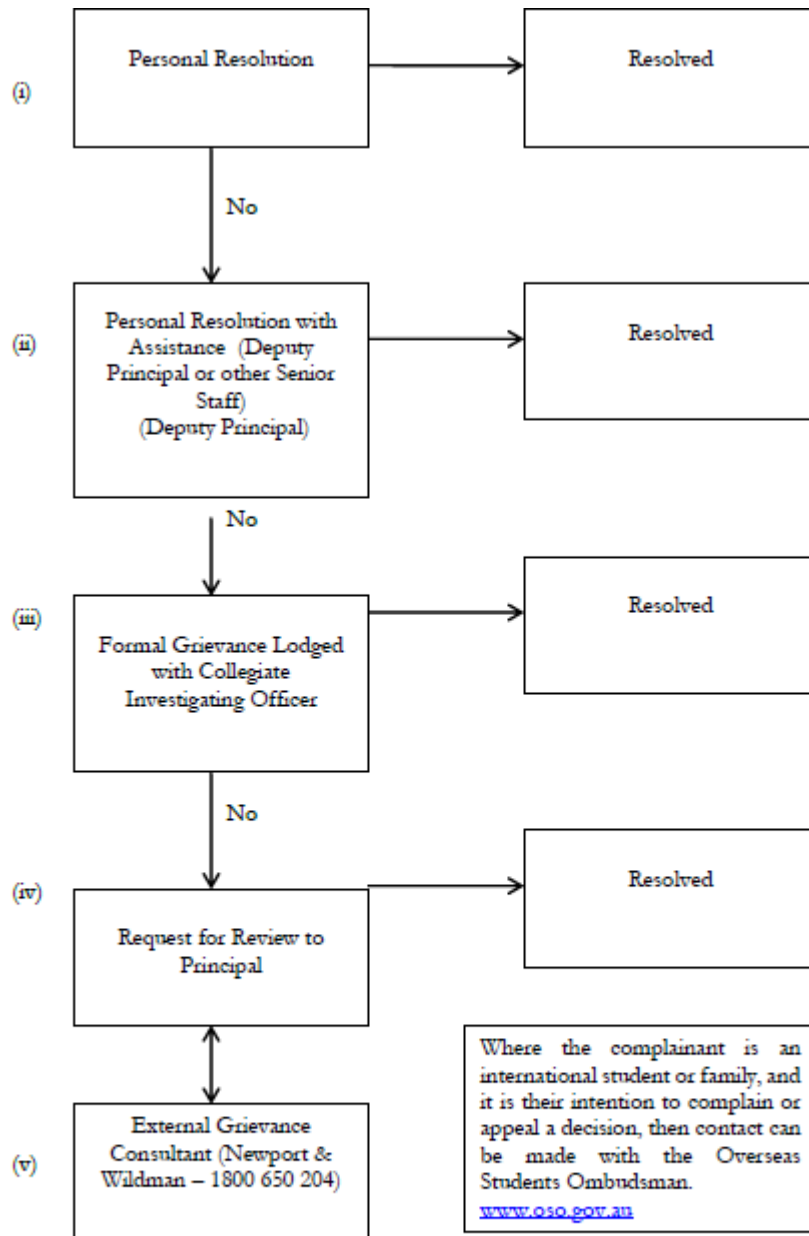
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Grievance Process Flowchart (Outside Formal Classroom)



At any stage a complainant may seek legal advice if they feel the School has not adequately addressed the complaint, or where they are dissatisfied with the processes employed.