



# International Students

## Complaints and Appeals Policy

### Purpose

- The purpose of Ivanhoe Girls' Grammar School's Complaints and Appeals Policy is to provide a student with the opportunity to access procedures to facilitate the resolution of a dispute or complaint.
- The internal complaints and appeals processes are conciliatory and non-legal.
- This policy should be read in conjunction with the School Conflict Resolution and Grievance procedure.

### Complaints Against Other Students

- Grievances brought by a student against another student will be dealt with under the School's Expectations of Student Behaviour (included in the International Students' Handbook).

### Informal Complaints Resolution

- In the first instance, Ivanhoe Girls' Grammar School requests there is an attempt to informally resolve the issue through mediation/informal resolution of the complaint.
- Students should contact the International Student Coordinator or Year Level Coordinator in the first instance to attempt mediation/informal resolution of the complaint.
- If the matter cannot be resolved through mediation, the matter will be referred to the Principal and Ivanhoe Girls' Grammar School's internal international students' formal complaints and appeals handling procedure will be followed.
- Records of the grievance will be stored in an appropriate and secure manner as a Record of Contact (ROC). These are stored electronically on the student file in the School data base.
- For detailed information see Whole School Conflict Resolution and Grievance Procedures.

### Formal Complaints Handling Procedure

- 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.
- The student must notify the School in writing of the nature and details of the complaint or appeal. Records of the complaint or appeal and the process outcome will be recorded by Ivanhoe Girls' Grammar School.
- Written complaints or appeals are to be lodged with the Principal.
- When the internal complaints and appeals process is underway 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 days from the date of notification in which to lodge a written appeal.
- Internal complaints and appeals processes are available to students at no cost.
- Each complainant has the opportunity to present her case to the Principal.

- Students may be accompanied and assisted by a support person at all relevant meetings. A lawyer or agent is not able to assist in the role of support person.
- The formal grievance process will commence within 10 working days of the lodgement of the complaint or appeal with the Principal.
- 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.
- If the grievance procedure finds in favour of the student, Ivanhoe Girls' Grammar School will immediately implement the decision and any corrective and preventative action required.
- Ivanhoe Girls' Grammar School undertakes to finalise all grievance procedures within 20 working days.
- For the duration of the appeals process, the student is required to maintain enrolment and attendance at all classes as normal unless directed otherwise by the Principal.

## External Appeals Process

- If the complaints procedure does not find in favour of the student or the student is dissatisfied with the result of the complaints procedure, she will be informed of the external complaints and appeals process available to her at no cost.
- If the student wishes to lodge an external appeal or complain about this decision, she 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.ombudsman.gov.au](http://www.ombudsman.gov.au) or phone 1300 362 072 for more information.
- Once a mediator has recommended a course of action, both parties would be expected to abide by the recommendation and cease further dispute.

## Definitions

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

## Internal Complaints Procedure

In the resolution of complaints within the School the following staff members may be consulted:

- Tutor - pastoral care, academic matters, attendance
- Year Level Coordinator - pastoral care, academic progress, welfare matters and integration issues
- International Student Coordinator - pastoral care, academic progress, orientation, attendance, welfare matters including guardianship and homestay, travel
- Heads of Curriculum or School Counsellors or Careers Coordinator - subject choice, tertiary issues, career matters, attendance and course progress
- Director of Admissions - visa issues, attendance, course progress, welfare matters including guardianship and homestay, travel
- Director of Corporate Services or Finance Manager - financial matters such as fees.