

## International Students' Complaints and Appeals Policy

Tintern Grammar is committed to creating an environment that values good relationships and open communication. The school acknowledges that parents, students and staff have a right to raise concerns and have them addressed by the appropriate authority.

To maintain good relationships, grievances or conflicts should be resolved so that all parties achieve satisfactory outcomes.

### **Purpose**

- The purpose of the Tintern Grammar International Students' Complaints and Appeals policy is to provide a student the opportunity to access procedures to facilitate the resolution of a dispute or complaint.
- The complaints and appeals processes are conciliatory and non-legal Complaints against other students.
- Grievances brought by a student against another student will be dealt with under the School's Behavioural Guidelines, as outlined in the Student Handbooks.

### **Informal complaints resolution**

- In the first instance Tintern Grammar requests that there is an attempt to informally resolve the issue through mediation/informal resolution of the complaint.
- Students should contact their Form Teacher in the first instance to attempt mediation or informal resolution of the complaint.
- If further consultation is required to resolve the issue, the matter can be referred to the Level Co-ordinator, Head of School, either Vice Principal or, when necessary, the Principal. In these circumstances Tintern Grammar's formal complaints and appeals handling procedure will be followed.

### **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.
- Written complaints or appeals are to be lodged with the Principal
- Where the internal complaints and appeals process is being accessed because the student has received notice from the School that Tintern Grammar intends to report her/him 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 their case to the Principal or the Principal's delegate.
- Students may be accompanied and assisted by a support person at all relevant meetings

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- The formal grievance process will commence within 10 working days of the lodgement of the complaint 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 reason for the outcome
- If the grievance procedure finds in favour of the student, Tintern Grammar will immediately implement the decision and any corrective and preventative action required
- Tintern Grammar 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

In the event that no resolution is possible using the resources within the School, the Principal will pass the complaint to an independent Appeals Body. If this situation arises a student has access to legal aid for arbitration of the issues.

Further assistance may be sought from:  
Dispute Resolution Centre of Victoria  
235 Queen Street, Melbourne, Vic 3000  
Tel: 9603 8370

OR  
The Overseas Students Ombudsman  
1300 362 072  
<http://www.oso.gov.au/>

## APPROVAL

Policy Approved By: Tintern Grammar Executive  
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