

OVERSEAS STUDENTS COMPLAINTS AND APPEALS POLICY

BACKGROUND

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.
- 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 Year Level Coordinator or the International Student Coordinator (ISC) in the first instance for mediation or informal resolution of the complaint.
- If further consultation is required to resolve the issue, the matter can be referred to the Year Level Coordinator, Head of school, either the 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

- 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 Head of school or International Student Co-ordinator 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 of 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.
- Students maybe accompanied and assisted by support person at all relevant meetings.

- The formal grievance process will commence within 5 working days of the lodgement of the complaint with the principal and the school will finalise the outcome as soon as practical.
- 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 will keep written records of the complaint or appeal including the outcome and reason for the outcome.
- Tintern Grammar undertakes to finalise all grievance procedures within 15 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 resolution is not possible using the resources within the School, the Principal will forward the complaint to an independent appeal avenue. If this situation arises, a student has access to legal assistance for arbitration of the issues.

Further assistance may be sought from:

Dispute Resolution Centre of Victoria
235 Queen Street, MELBOURNE, VIC 3000
PH: 03 9603 8370

Or

The Overseas Student Ombudsman
PH: 1300 362 072

www.oso.gov.au

Or

Victorian Registration and Qualifications Authority (VRQA)
www.vrqa.vic.gov.au

APPROVAL

Policy Approved By: Tintern Grammar Executive

Date Approved: November 2018

Revision Date: November 2021

Review Cycle: 3 Years

Owner: Jason McManus

TIMELINE

Informal Complaints procedure

STUDENTS or PARENT/GUARDIAN raises a complaint with particular staff member, eg subject teacher or pastoral mentor/International Student Coordinator

COMPLAINT RESOLVED

48 hours initial response from YLC or HoF acknowledging reception of Form/email or Letter

NO - STUDENT or PARENT/GUARDIAN MAKES OFFICIAL COMPLAINT TO YLC (Year Level Co-ordinator) or HoF (Head of Faculty) and completes an official Complaints Form.

YES - (details of the concern will be recorded on Pastoral Module of the Portal, our student management database.)

YLC or HoF meet with STUDENT and /or PARENT/GUARDIAN with the International Student Coordinator if required

Response within 3 working days

COMPLAINT RESOLVED

NO - STUDENT or PARENT/GUARDIAN officially informed in writing. Student or Parent/Guardian can ask to have this complaint escalated to the HoS (Head of School).

YES - STUDENT and/or PARENT/GUARDIAN officially informed of outcome in writing. Record made & preventative action initiated as required.

48 hours in a working week initial response From HoS

HoS meets with STUDENT and/or PARENT/GUARDIAN with the International Student Coordinator if required

COMPLAINT RESOLVED

Formal Response
Response within 3 days Of HoS involved

NO - STUDENT AND/OR PARENT/GUARDIAN officially informed in writing. Student of PARENT/GUARDIAN takes official complaint to Vice-Principal and Vice-Principal records complaint on complaint register

YES - STUDENT AND/OR PARENT/GUARDIAN officially informed of outcome in writing. Record made and preventative action initiated, as required.

24 hours initial response From VP

VICE PRINCIPAL meets with STUDENT AND/OR PARENT GUARDIAN with the International Student Coordinator if required

COMPLAINT RESOLVED

Response within 4 days Of VP involved

NO - STUDENT AND/OR PARENT/GUARDIAN officially informed in writing. Student of Parent/Guardian makes Appeal to

YES - STUDENT AND/OR PARENT/GUARDIAN officially informed of outcome in writing. Record made and preventative action

24 hours initial response
from Principals Office -
scheduling a meeting

Response within 5 days
of Principal being
advised

Principal meets with STUDENT AND/OR PARENT/GUARDIAN with the International Student Coordinator if required. Principal also meets with all relevant staff involved in the process. Final decision made.

COMPLAINT RESOLVED

NO - STUDENT and/or PARENT/GUARDIAN officially informed in writing of outcome of Appeal to Principal.

YES - STUDENT and/or PARENT/GUARDIAN officially informed in writing of outcome of Appeal to Principal. Record made & preventative action initiated, as required.

If the STUDENT and/or PARENT/GUARDIAN wishes to seek redress through an "independent third party", Principal will provide advice on options. Principal may also suggest additional avenues of support as outlined in the Complaints Policy, where applicable.

24 hours initial response
from Principals Office -
scheduling a meeting

Response within 5 days
of Principal being
advised

Principal meets with STUDENT AND/OR PARENT/GUARDIAN. Principal also meets with all relevant staff involved in the process. Final decision made.

COMPLAINT RESOLVED

NO - STUDENT and/or PARENT/GUARDIAN officially informed in writing of outcome of Appeal to Principal.

YES - STUDENT and/or PARENT/GUARDIAN officially informed in writing of outcome of Appeal to Principal. Record made & preventative action initiated, as required.

If the STUDENT and/or PARENT/GUARDIAN wishes to seek redress through an "independent third party", Principal will provide advice on options. Principal may also suggest additional avenues of support as outlined in the Complaints Policy, where applicable.