

*Overseas Students:
Complaints and Appeals Policy*

CRICOS 01256A



ST ANDREWS
CHRISTIAN COLLEGE

INSPIRED BY
FAITH

DISTINGUISHED BY
CHARACTER

LEADERS BY
INFLUENCE



Overseas Students: Complaints and Appeals Policy

PREAMBLE

All policy, protocols and procedures flow from the St Andrews Christian College Mission Statement:

“To educate our students so that they are well skilled, understand life on the basis of biblical truth, and are motivated to walk with God and serve Him in their lives, so that they will be a positive Christian influence in the world.”

POLICY DOCUMENT INFORMATION

TITLE: Overseas Students: Complaints and Appeals Policy

AUTHORS: P. Connolly; M. Lepileo

ACKNOWLEDGEMENTS:

PURPOSE: To provide policy and direction for all the College Community.

RELATED DOCUMENTS:

Overseas Students: Course Progress and Attendance Policy
Overseas Students: Deferment, Suspension and Cancellation Policy
Overseas Students: Welfare and Student Support Services Policy
Student Code of Conduct Student Nurture and Discipline Policy

KEY DATES

ISSUE DATE: August 2016

REVIEW DATE: 2019



1. PURPOSE

The purpose of St Andrews Christian College's Overseas Students: 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.

2. COMPLAINTS AGAINST OTHER STUDENTS

Grievances brought by a student against another student will be dealt with under the school's Student Code of Conduct / Student Nurture and Discipline Policy.

3. INFORMAL COMPLAINTS RESOLUTION

In the first instance, the school requests there is an attempt to informally resolve the issue through mediation / informal resolution of the complaint. Students should contact their year level co-ordinator to attempt mediation / informal resolution of the complaint.

If the matter cannot be resolved through mediation, the matter will be referred to the Head of Section, then to the Principal and the school's internal formal complaints and appeals handling procedure will be followed.

4. 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 by the school that the school intends to report him / 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 his / her case to the Principal.
- Students may be accompanied and assisted by a support person at all relevant meetings.
- The formal grievance process will commence within 5 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, St Andrews Christian College will immediately implement the decision and any corrective and preventative action required.
- St Andrews Christian College 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.



5. 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, he / she will be informed of the external complaints and appeals process available to them at minimal or no cost.
- The external body used for the School's external complaints and appeals processes is:

Ombudsman Victoria

Level 9, 459 Collins Street (North Tower)

Melbourne Victoria 3000

Ph: +61 3 9613 6222

Fax:+61 3 9614 0246

www.ombudsman.vic.gov.au

6. DEFINITIONS

- **Working day** – any day other than a Saturday, Sunday or public holiday during term time.
- **Support person** – a friend / teacher / relative not involved in the grievance. Lawyers and / or education agents are not acceptable support persons at this stage of the complaints handling process.