



Complaints and Appeals Policy

International Students

Context:

The purpose of this policy is to draw attention to the Complaints and Appeals Policy available to International Students and their parent / guardian (Standard 8 of the National Code). All students have access to the Blackfriars Priory School's Student Grievance Policy for matters relating to academic and behaviour grievances which gives opportunity to access procedures to facilitate the resolution of a dispute or complaint. This Grievance Policy is based on the principles and procedures of Due Process. A support person may accompany the student in this process.

Principles:

The Student Grievance Policy is distributed to all students through the School Diary. Students will be informed of this policy through the Orientation Program conducted on the first day of attendance at Blackfriars Priory School.

For disputes or complaints not covered by the Student Grievance Policy and related in particular, to Course Progress and Attendance, an International student or their parent/guardian have ten (10) working days to access this policy.

If the matter cannot be resolved as a result of an error in calculation or mediation, it will be referred to the Principal.

There may be other grounds for appeal against the decision. Grounds are based on compassionate or compelling circumstances. This means unusual or exceptional circumstances that are not part of daily life experience.

The following are grounds that must be strictly addressed in an appeals process with supporting evidence provided:

- Serious illness or injury, where a medical certificate states that the student is unable to attend classes for a significant period of time;
- Bereavement of close family members such as parents or grandparents;
- Major political upheaval or natural disaster in the home country requiring emergency travel;
- A traumatic experience which could include involvement in, or witnessing a serious accident, and witnessing or being the victim of a serious crime;
- Refusal to allow a student to transfer to another educational provider; or
- Refusal of an application for deferral or suspension of enrolment; or to suspend or cancel an enrolment;
- Failure to meet course requirements;
- Failure to meet attendance requirements.

Procedures:

- 1) The student or parent/guardian must notify the school in writing to the Principal of the nature and detail of the complaint or appeal. The International Student Coordinator will have a form letter that can be used for this purpose, and will provide assistance in preparing this letter if necessary.
- 2) The student has the opportunity to present their case to the Principal. The student may nominate a support person (such as the International Student Coordinator) to accompany them at any stage of the dispute resolution process, should the student choose to use them.
- 3) Blackfriars Priory School internal formal complaint or appeal process will commence within ten (10) working days of the lodgment of the complaint with the Principal.
- 4) 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.
- 5) If the complainant is not successful or is dissatisfied with the complaint or appeal procedure, Blackfriars will advise the student they may appeal against the outcome of the internal process and the external complaints process are made available to him.
- 6) A student has the right to take action under Australia's Consumer Protection Laws in the case of financial disputes or to pursue other legal action.
- 7) The purpose of Blackfriars Priory School Complaints and Appeals Policy is to provide a student or parent(s) / homestay parent with the opportunity to access procedures to facilitate the resolution of a dispute or complaint. These internal procedures are a conciliatory and non-legal process.
- 8) In the first instance, Blackfriars Priory School requests there is an attempt to informally resolve the issue. If this is unsatisfactory or does not result in a resolution of the matter, Blackfriars Priory School's internal formal complaints handling procedure will be followed.
- 9) The process of this grievance procedure is confidential and any complaint or appeal is a matter between the parties concerned and those directly involved in the complaints' process.
- 10) If the student or parent(s)/homestay parent remain dissatisfied with the outcome, Blackfriars Priory School will advise of access to an independent external appeals process.

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

How?

- a) Students should contact the, Home Group Teacher or the Head of House in the first instance to attempt mediation / informal resolution of their complaint or appeal.
- b) If the matter cannot be resolved through mediation, the matter will be referred to the Deputy Principal or Principal.
- c) At this point, the student should notify the school in writing of the nature and details of the complaint or appeal.
- d) Each complainant has the opportunity to present his case to the Deputy Principal or Principal. Students may be accompanied by a support person. This meeting will be arranged within five (5) school days of receipt of a complaint or appeal.
- e) The formal process will commence within ten (10) working days of the date of the letter of complaint or appeal with the Principal or delegate.
- f) The decision of the Principal will be outlined in a letter to the student within five (5) school days of the formal meeting. This letter will also outline the reasons for the decision.

- g) If the complaint or appeal procedure finds in favour of the student, Blackfriars Priory School will immediately implement the decision and any corrective and preventative action required, and any necessary procedures to support the student's ongoing progress within the school.
- h) If the complaint or appeal procedure does not find in favour of the student or the student is dissatisfied with the result of the procedure, he will be informed of the external complaints and appeals process available to him at minimal or no cost.
- i) Blackfriars Priory School undertakes to finalise all grievance procedures within a reasonable time-frame in accordance with Standard 8 of the National Code.
- j) For the duration of the complaints or appeals process, the student is required to maintain enrolment and attendance at all classes as normal.
- k) The student may appeal against the outcome of the internal appeal. Such external appeal must be made in writing within five (5) school days of the date of the letter from the Principal to Access Counselling on 1300 66 77 00 or visit their website: <http://www.access-ocar.com.au>

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