

GRIEVANCE AND APPEALS POLICY

This Policy and Procedure is in compliance with National Code 2018 Standard 10

Policy

- All students enrolled or seeking to enrol in a course of study in the Anglican Schools Commission (ASC) Schools have access to the procedures set out in this policy to ensure that every grievance raised is given fair consideration, free of charge to the complainant. This is irrespective of the place at which the grievance has occurred, be it on campus, at the student's place of residence or related to their mode of study.
- Neither the complainant nor the respondent in any matter of grievance or appeal are to be the subject of victimisation or discrimination during any stage within this process.
- Under this policy, a complainant and/or respondent is entitled to request full explanations and reasons, in writing, for decisions and actions taken as part of the procedures at any stage of the procedure.
- Where a student of an ASC School raises a complaint or appeal against a matter that is a responsibility of "the school" the ASC will act with the student and "the school" to resolve the matter.
- The content of this document does not replace or modify procedures or any other responsibilities which may arise under other higher education provider policies or under any statute or any other law.

Procedure

The summary step-by-step procedure for grievances and appeals is shown by the diagram below. Details of these stages are given later in this policy document. Grievances may, for example, be about:

- **Academic Matters** (relating to academic progress, assessments, refusing admission and cancellation or suspension of enrolment and course work requirements including meeting assignment deadlines, attending scheduled tests and examinations).
- **Non-academic Matters** (including complaints brought against another student, accommodation arrangements and incorrect advice).
- **Student Visa Compliance Matters**, breaches against the conditions of a Student Visa (including failure to comply with the attendance (80% required), behaviour, and or failure to maintain enrolment in a registered course as stated on the Confirmation of Enrolment).

Informal Complaints Process

A student or parent requests any staff member to arrange a meeting with senior management to discuss a concern.

A meeting is scheduled to lay out the details of the concern for discussion.

Having evaluated the matters of concern, the School will provide written responses to each party.

If the concern is resolved, agreement is recorded on the student's file and the matter flagged for end of term review that the parties remain satisfied.

In the event that mutual satisfaction was not reached, a full and formal grievance procedure will be implemented at no cost to the parent. This process is carried out in a simple, friendly and supportive manner and follows the process outlined below.

Formal Complaints Process

A student or parent completes and submits a Complaints and Appeals Form, which is then provided to the Director, International Programs and Principal (where appropriate). Complaints may cover any services provided by the ASC, School, Agent or third party who has formal arrangements in place with the ASC for the provision of services to Overseas Students

Assessment of the complaint is commenced within 10 working days and a meeting is scheduled, where required, to lay out the details of the concern for discussion. This meeting will provide an opportunity for the student or parent to formally present their case at minimal or no cost and with the addition of a support person involved.

Assessment of the complaint is conducted in a fair and transparent manner with the ASC or School providing a formal written response via the Appeals and Complaints Response Letter

If the concern is resolved, agreement is recorded on the student's file and the matter flagged for end of term review that the parties remain satisfied.

Where the committee rules in favour of the complainant, the ASC and the School will immediately take steps to implement the necessary actions as part of the decision.
Where the committee does not rule in favour of the complainant, the ASC will notify the complainant in writing within 10 days and advise of the contact details for the appropriate external complaints and appeals body.

External Review

If the complainant is not satisfied with the outcome of the Formal Complaints in terms of:

- Not having had the opportunity to present their case properly to The Appeals Committee;
- The process not being carried out in accordance with this Policy and Procedure; or
- The decision being made contrary to evidence provided.

He/she can access Commonwealth Overseas Students Ombudsman as noted herein before.

The Overseas Students Ombudsman service is available to all private registered education providers as the independent complaints body for external complaints and appeals. The Overseas Students Ombudsman (OSO) will investigate any complaints of a student against a private registered provider, thereby ensuring that all students have access to a statutorily independent external body. The OSO will investigate complaints at no cost to the provider or the student. The OSO can investigate complaints about actions taken by private providers in connection with overseas students. Visit the Overseas Student Ombudsman website www.oso.gov.au or phone 1300 362 072 for more information.

The OSO cannot investigate:

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- complaints about public providers (these are already covered by the State and Territory Ombudsman);
 - complaints made by Australian students;
 - students from overseas who are not on a Student Visa (e.g. students studying on a visitor, working holidays or temporary business visa).

The student and the School are required to make every reasonable effort to resolve a grievance before seeking the assistance of the OSO or an independent reviewer. The complainant and/or respondent has the right to be represented and/or supported by a nominated representative (such as a family member, friend, counsellor or other professional support person) if they so desire, at any stage of the complaints/dispute resolution process

The dispute resolution process does not void a student's right to pursue other legal remedies.

Where the committee rules in favour of the complainant, the ASC and the School will immediately take steps to implement the necessary actions as part of the decision.

Where the committee does not rule in favour of the complainant, the ASC will notify the complainant in writing within 10 days and advise of the contact details for the appropriate external complaints and appeals body.

Administration of Policy

Any recommendations for process improvement or policy change arising out of any stage of the grievance and appeals process will be forwarded to the Director of International Programs for review.

This policy, and any updates to it, is communicated to all current staff via email and regular staff meetings. New members of staff receive policy information during their induction process.

Authority:

Commercial Manager

Reviewed:

January 2019

Approved:

Director of International Programs