

The purpose of St Peter's Girls' School's Complaints and Appeals Policy is to provide students and parent(s)/legal guardian 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. A student may appeal against a decision of failing to achieve satisfactory course progress or meet attendance requirements. The School will respond to any complaint or appeal the overseas student makes regarding her dealings with the School, the registered education agents or any related party the School has an arrangement with to deliver the overseas student's course or related services

## Complaints against other students

Grievances brought by a student against another student will be dealt with under the School's Behaviour Policy and Code of Conduct.

## 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 the Head of Sub-School in the first instance to attempt mediation/informal resolution of the complaint.
- If the matter cannot be resolved through mediation, the matter will be referred to the Principal and the School's internal 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 by the School that the School intends to report her for unsatisfactory course attendance, unsatisfactory course progress or suspension or cancellation of enrolment, the student has 20 working days from the date of receipt of notification in which to lodge a written appeal.
- Complaints and appeals processes are available to students at no cost.
- Each complainant has the opportunity to present her case to the Principal.
- Students and/or the School may be accompanied and assisted by a support person at all relevant meetings.
- The complaint or appeal will be conducted in a professional, fair and transparent manner.
- The formal grievance process will commence within 10 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, and a copy will be retained on the student's file and uploaded to Synergetic Docman. This will be done as soon as practicable.
- If the grievance procedure does not find in favour of the student, the School will immediately implement the decision and any corrective and preventative action required, and advise the student of the outcome.
- The School undertakes to finalise all grievance procedures within 10 business days.
- For the duration of the appeals process, the student's enrolment and attendance must be maintained.

## Internal Appeals Processes

An appeal must be made in writing to the Principal within twenty (20) school days of the date of the letter. The Enrolments Director will provide assistance in preparing this letter if necessary.

An appeal will be held at a meeting with the Principal and the Head of Sub-School. This meeting will be arranged within five (5) school days of receipt of an appeal. The student can be accompanied by a support person. A staff member and Enrolments Director are offered as appropriate staff of the School to support the student, should she choose to use them.

The decision of the Principal will be outlined in a letter to the student within five (5) school days of the appeal meeting. This letter will outline the decision and the reasons for the decision.

If the decision supports the student's appeal that decision will be immediately implemented, along with any necessary procedures to support the student's ongoing progress within the School.

## External Appeals Processes

If the student is dissatisfied with the conduct or result of the complaints procedure, she may seek redress through the Ombudsman.

The Overseas Students Ombudsman investigates complaints about problems that overseas students have with private education and training institutions in Australia. The Ombudsman's services are free, independent and impartial. You can find out more about this service on their website [www.ombudsman.gov.au](http://www.ombudsman.gov.au). An External Appeal can be accessed if the student is not satisfied with the result or conduct of the internal complaint handling and appeals processes.

Contact: Ombudsman SA  
Level 5, Westpac House  
91 King William Street  
Adelaide SA 5000  
P: 1800 182 150  
Outside Australia call + 61 + 8 + 8226 8699

More information about International Education and activities which are available to students while they live and study in South Australia, is available at the Study Adelaide website <https://studyadelaide.com>.

## Grievances

All students are encouraged to consult any concerns with their Home Group teacher in the first instance. If necessary, the matter may need to be discussed with the Head of Sub-School, School Counsellor, and the School Principal.

On occasions it may be necessary to invite the School Counsellor, student representative and homestay hosts in to resolve matters.

## Record Keeping

It is the School's policy to retain records of all Complaints and Appeals including a statement of the outcome and reasons for the outcome for at least 2 years after the student ceases to be an accepted student at St Peter's Girls' School.

## Policy Certification

<b>Policy authorised by:</b>	Principal
<b>Responsibility of updating Policy/Procedure:</b>	Business Director
<b>Date policy implemented:</b>	28/01/2014
<b>Date Ratified:</b>	14/01/2014
<b>Date Reviewed/Revised:</b>	7/10/2019
<b>Date for next Review/Revision:</b>	7/10/2021