

## GRIEVANCE AND APPEALS POLICY

*This Policy and Procedure is in compliance with National Code Part D, Standard 8*

### Policy

- All students enrolled or seeking to enrol in a course of study in the Anglican Schools Commission 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 ASCI raises a complaint or appeal against a matter that is a responsibility of "the school" under its "Education Agreement" with ASCI, then ASCI 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).

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.

---

**NOTE:**

In addition to a grievance procedure, the Commonwealth 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](http://www.oso.gov.au) or phone 1300 362 072 for more information.

The OSO cannot investigate:

- 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.

Throughout the Complaints and Appeals process students can access Western Australia's International Student Conciliator Service. This is a free mediation/conciliation service offered by the Western Australian Department of Education Services.

The Conciliator attempts to resolve disputes between international students and institutions, and is complementary to the institution's internal grievance and appeals procedure; for example, a student may be dissatisfied with some aspect of the education that is being offered by the institution.

If either a student or a member of staff at an institution would like to discuss a particular case with an independent person, they can contact the Conciliator, either by telephone (08) 9441 1953, or email [conciliation@des.wa.gov.au](mailto:conciliation@des.wa.gov.au)

The Conciliator is able to discuss issues of concern at any stage of the internal complaints and appeals procedure, however, will not become actively involved in the case until the parties have attempted to resolve the dispute themselves and that attempt has failed. This service is provided free of charge by the Government of Western Australia.

**Explanation of stages of procedure:****Stage 1:** Initial, and informal, grievance or appeal

This stage involves a direct communication between the complainant and the person to whom the grievance or appeal is directed (the respondent); with the purpose of discussing the matter openly to resolve the problem without further formality.

The grievance/appeal should be made and discussed within 10 working days of the problem arising. The person bringing the matter is entitled to put their grievance/appeal in writing at this stage, and/or request and receive from the respondent a written response to the complaint. This response should clearly state the outcome of the grievance/appeal in terms of decisions or actions taken, together with a full explanation of these. Students can

---

request assistance from the International Help Office or another member of staff, when choosing to submit the matter in writing.

**Stage 2: Formal grievance or appeal**

If the complainant is not satisfied with the outcome of Stage 1, or with the length of time taken to respond to the issue, then he/she may submit the matter in writing, addressed to the International Student Director of SGIS. The International Student Director will deal with the issue within a reasonable time, normally within 10 working days of receipt of it, and will respond to the complainant in writing, clearly stating the outcome(s) resulting from investigation into the matter, and fully explaining any decisions/actions taken.

**Stage 3: Grievance and Appeals Committee**

If the complainant is not satisfied with the outcome(s) of Stage 2 in terms of:

- Not having had the opportunity to present their case properly to the International Student Director;
- 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, within 10 working days of notification of the outcome of Stage 2, write to the Chairman of the Board of SGIS, (irrespective of whether the student is a direct enrolment or enrolled into a joint enrolment) requesting that the matter be brought to a Grievance and Appeals Committee.

A Grievance and Appeals Committee, comprising the Chairman, the International Student Director, and/or the Principal of "the school" (in the case of joint enrolment), or their nominees, will convene to consider the issue within 5 working days of the request being received. The complainant and/or the respondent may be required to attend the Committee hearing. The Chairman will advise the complainant and the respondent of the Committee's findings within 10 days of the hearing.

**Stage 4: External Review Body**

If the complainant is not satisfied with the outcome of Stage 3 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, within 10 working days of notification from the Grievance and Appeals Committee Chairman, request for the matter to be referred to Group's nominated independent appeals reviewer and conciliator. The external reviewer will review the issue in terms of the complainant's dissatisfaction and advise the complainant, in writing, of the outcome of this review, stating all reasons supporting this outcome decision. The external review process will be completed within 20 working days of receipt of request to review.

In addition students can access Commonwealth Overseas Students Ombudsman as noted herein before.

A student may enquire at the school for assistance.

---

## **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.

<b>Authority:</b>	<b>Director of International Programs</b>
<b>Reviewed:</b>	<b>July 2016</b>
<b>Approved:</b>	<b>Director of International Programs</b>