



## COMPLAINTS AND APPEALS POLICY

### PRINCIPLES

Ursula Frayne Catholic College recognises:

- ethical conduct at all times by all staff
- high levels of care at all times
- pastoral Care reflecting Catholic values
- behaviour that reflects an active commitment to Social Justice
- supportive relationships built upon open communication and trust
- an environment where all staff perform their duties with efficiency, fairness, integrity and due care
- an environment most conducive to students achieving success in their education
- dispute resolution based upon fairness, due process and natural justice

### PROCEDURES

1. All matters brought to the attention of the school will be handled with confidentiality. There will though sometimes be occasions when information provided may need to be presented to others in an effort to investigate or resolve a complaint. The College maintains a record of all complaints received in an effort to constantly improve its service.
2. Complaints may be about any aspect of a student's educational experience at Ursula Frayne Catholic College that they believe to be unfair, unjust or unreasonable. Be sure to tell someone with the ability to fix the problem if you are unhappy. The College can only improve something if you tell them about it.
3. The College will, in the first instance, attempt to solve simple issues informally. Should that fail, or in the case of serious complaints, the matter will require formal action within the Complaints Procedures. All formal complaints must be provided in writing with supporting details.
4. Students have 10 working days to initiate a complaint under the Complaints and Appeals procedures. The College will address all complaints promptly and provide acknowledgment of the complaint within 10 working days. All responses to formal complaints will be in writing. The College's final response to any complaint will detail in writing the decision and the reasons supporting that decision. This will be stored in the student's record file.
5. If students are not successful in the College's internal complaints handling and appeals process, the college will advise the students within 10 working days of concluding the internal review of students' rights to access an external complaint handling and appeals process at minimal or no cost.
6. Students always maintain the right to be accompanied or assisted by a support person.
7. The International Student Coordinator is always there to provide assistance to students, so she should be your first point of contact. As an alternative, your Cluster Leader could be another contact in the first instance. Other points of contact to discuss any complaint could be
  - Subject Teacher: to discuss a classroom or subject matter
  - Head of School: to discuss issues relating to courses/subjects

The International Student Coordinator should always be contacted to discuss grievances concerning enrolment, agents, home stay, social welfare or other problems.

Problems can usually be effectively resolved through the people mentioned above, however if you are still not satisfied with the outcome, you are entitled to seek additional assistance to mediate with the College to gain a satisfactory resolution to your complaints and grievances.

Students have access to a further external process for the resolution of complaints and grievances through the Office of the Commonwealth Ombudsman. The ESOS Act provides international students with access to the **Overseas Students Ombudsman**. In particular students have a further right of appeal as shown below:

*If you wish to lodge an external appeal or complain about this decision, you can contact the Overseas Students Ombudsman. The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider. See the Overseas Students Ombudsman website ([www.oso.gov.au](http://www.oso.gov.au)) or phone (1300 362 072) for more information.*

8. Students are advised that under the Australian Government Anti-Discrimination Act, Ursula Frayne Catholic College also prohibits any unlawful behaviour towards others such as discrimination, vilification or harassment in any form.

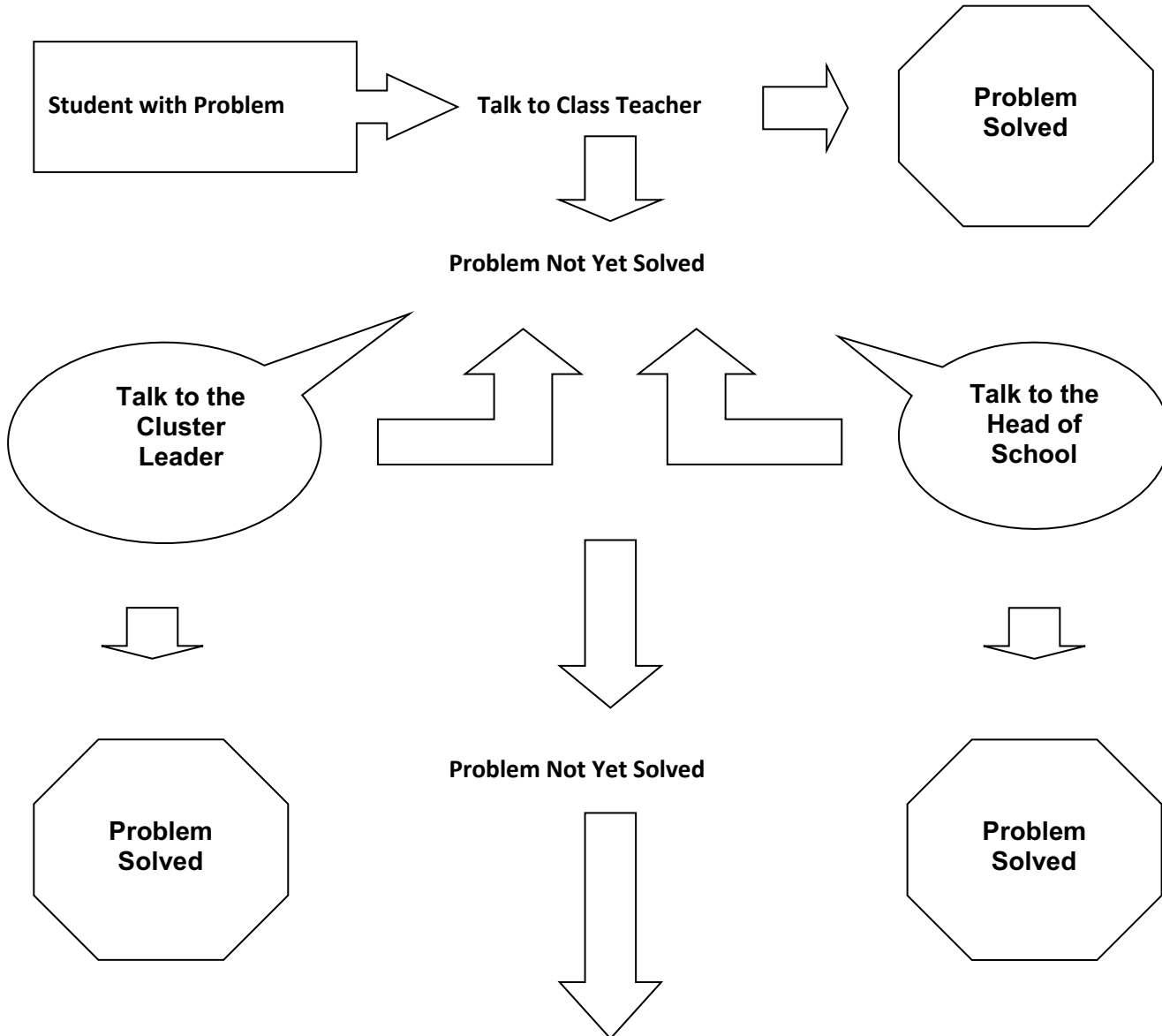
9. In addition, the College will accept complaints relating to the conduct of its agents or those claiming to act on its behalf.

10. Throughout any complaint process, students must continue their enrolment at the College and attend daily classes.

11. Any corrective action resulting from the investigation of the complaint or appeal by the external complaints or appeals person/body will be effected immediately.

# COMPLAINTS AND APPEALS PROCEDURES FOR INTERNATIONAL STUDENTS

You can always ask another person to help you if you have a grievance.



If you decide you are still not happy with the outcome of your problem and want to speak to the Vice Principal, or the Commonwealth Overseas Students Ombudsman shown below:

- Ursula Frayne Catholic College Vice Principal: Jessica Bouwman 9470 0900
- Commonwealth Overseas Students Ombudsman on 1300 362 072 or at [www.oso.gov.au](http://www.oso.gov.au)