

Section:	International Students	Stella Maris College
Procedure:	Complaints and Appeals	ABN 88 058 323 827
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STELLA MARIS COLLEGE Policy & Procedure

Policy: Stella Maris College is a College established by the Good Samaritan sisters in the Benedictine tradition where respect for the individual is paramount. The care and welfare of all students is of primary concern to Stella Maris College. Therefore, if there is a complaint or a grievance we undertake to deal with it promptly, respectfully, fairly and confidentially.

If a grievance or complaint can be resolved informally through discussion with an individual teacher or Coordinator this is the preferred action. The teacher must document the discussion and outcome and communicate this with the complainant, in person and then verified with an email.

Those with a more serious grievance or complaint must provide all the relevant supporting evidence for an investigation to take place. Without supporting evidence grievances or if not submitted in writing complaints will not be investigated.

Objective of Procedure: To provide a framework for the reporting of a complaint, and associated handling, response and appeal process for the complaint, in a timely manner.

Scope of Procedure: This procedure applies to both local and international students.

Issued By: Principal

Key Points:

1. There is a requirement under the National Code (2018) Standard 10 to document the internal complaints and appeals policy and procedure.
2. Communication of the grievance may be in writing or by email
3. A student enrolment will be maintained throughout this entire process
4. Key personnel at College leadership level will handle the grievance in a sensitive and compassionate manner with all parties involved.
5. Grievances are to be handled in a timely manner, preferably within 10 school days
6. A written statement of the outcome is provided to the complainant.
7. In the unlikely event that an independent arbiter is required, the college will use the resources of the College Board, or the Overseas Students Ombudsman.
8. All Files referred to in this Procedure are stored in the Forms folder of the International Students directory of the College

Effective Date:	3/5/2015	Supersedes Date:	16/2/2011
Review Date:	18/1/2020		



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Procedures Manual.

- Procedure:
1. Grievances and complaints with supporting evidence attached must be lodged in writing to the appropriate student contact officer. Email is an appropriate means of written communication.
 2. The student contact officer may be the Year Coordinator, the Overseas Student Coordinator, the Director of Student Services or the Deputy Principal depending on the grievance.
 3. Individuals handling a complaint must not act in any complaint in which they have a conflict of interest.
 4. A serious matter e.g. sexual harassment or criminal behaviour should be immediately referred to the Principal.
 5. The student contact officer will acknowledge receipt of the written grievance within 2 working days.
 6. The student contact officer will investigate the matter by verifying the evidence. This may involve speaking to relevant parties and will attempt to resolve the complaint within 10 working days.
 7. A meeting involving the complainant and all other parties involved in the complaint/appeals will be organised by the student contact officer. The meeting and the outcome will be documented.
 8. The complainant has the right to bring a support person to relevant meetings.
 9. The complainant will be notified of the final outcome of the investigation in writing. If the complaint takes more than 10 days to resolve, the complainant will be advised of the process of the investigation.
 10. If the complaint is substantiated, the College will resolve the problem immediately and ensure measures are put in place to prevent further similar complaints.
 11. The appeal, in the first instance, will go to the Principal. If this is still unsatisfactory to the complainant, the College will advise the complainant, who has 20 working days to appeal to the College Board of Directors or access the external Overseas Students Ombudsman. Any costs associated will be borne by the College.
 12. The complaint will be recorded in the Complaints Register kept by the Principal.
 13. This policy does not take away the complainant's rights to take further action under Australia's consumer protection laws.

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