Complaints and Appeals Policy

The purpose of Seymour College’s Complaints and Appeals Policy is to provide a student or parent(s)/legal guardian with the opportunity to access procedures to facilitate the resolution of a dispute or complaint. These internal procedures are a conciliatory and non-legal process.

- In the first instance, Seymour College requests there is an attempt to informally resolve the issue. If this is unsatisfactory or does not result in a resolution of the matter, Seymour College’s internal formal complaints handling procedure will be followed.

- The process of this grievance procedure is confidential and any complaints are a matter between the parties concerned and those directly involved in the complaints handling process.

- If the student or parent(s)/legal guardian remains dissatisfied with the outcome, Seymour College will advise of access to an independent external appeals process.

- Grievances brought by a student against another student will be dealt with under the College’s Behaviour Policy/Code of Conduct.

- For conditions which apply to handling of a complaint or appeal arising from the College’s suspension or cancellation of a student’s studies, please see Seymour College’s Deferment, Suspension and Cancellation Policy.

1. Students

   (a) Students should contact the International Student Coordinator, Head of School or Head of Boarding in the first instance to attempt mediation/informal resolution of the complaint.

   (b) If the matter cannot be resolved through mediation, the matter will be referred to the Principal.

   (c) At this point, the student should notify the College in writing of the nature and details of the complaint.

   (d) Each complainant has the opportunity to present her case to the Principal. Students may be accompanied by a support person.
(e) The formal complaints process will commence within 10 working days of the lodgement of the complaint with the Principal.

(f) Once the Principal has come to a decision regarding the complaint, the student will be informed in writing of the outcome and the reasons for the outcome.

(g) If the complaints procedure finds in favour of the student, Seymour College will immediately implement the decision and any corrective and preventative action required.

(h) If the complaints procedure does not find in favour of the student or the student is dissatisfied with the result of the complaints procedure, he/she will be informed of the external complaints and appeals process available to them at minimal or no cost.

(i) Seymour College undertakes to finalise all grievance procedures within 15 working days.

(j) For the duration of the appeals process, the student is required to maintain enrolment and attendance at all classes as normal.

2. Parent(s)/Legal guardians

(a) Parent(s)/legal guardians should contact the International Student Coordinator, Head of School or Head of Boarding in the first instance to attempt mediation/informal resolution of the complaint.

(b) If the matter cannot be resolved through mediation, it will be referred to the Principal.

(c) At this point, parent(s)/legal guardians must notify the College in writing of the nature and details of the complaint.

(d) Each complainant has the opportunity to present their case to the Principal. Parent(s)/legal guardians may be accompanied by a support person.

(e) Seymour College’s internal formal complaints process will commence within 10 working days of the lodgement of the complaint with the Principal.

(f) Once the Principal has come to a decision regarding the complaint, the parent(s)/legal guardian will be informed in writing of the outcome and the reasons for the outcome.

(g) If the complaints procedure finds in favour of the parent(s)/legal guardian, Seymour College will immediately implement the decision and any corrective and preventative action required.
(h) If the complaints procedure does not find in favour of the parent(s)/legal guardian, or the parent(s)/legal guardian is dissatisfied with the result of the complaints procedure, Seymour College will advise of the external complaints and appeals process available to them at minimal or no cost.

(i) Seymour College undertakes to finalise all grievance procedures within 15 working days.

3. Definitions

(a) Working Day: any day other than a Saturday, Sunday or public holiday during term time.

(b) Student: a student enrolled at Seymour College

(c) Support person: a friend/teacher/relative not involved in the grievance (lawyers and/or education agents are not acceptable support persons at this stage of the complaints handling process).

Examples of external appeals bodies

- Institute of Arbitrators and Mediators of Australia (IAMA) at [http://www.iama.org.au](http://www.iama.org.au)
- Ombudsman in each state and territory
- Migration Review Tribunal