



## 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>
- National Alternative Dispute Resolution Advisory Service at <http://www.nadrac.gov.au/>
- Ombudsman in each state and territory
- Migration Review Tribunal