



COMPLAINTS AND GRIEVANCES POLICY

POLICY

St. Maroun's College respects the dignity and worth of all its staff members, students and College community. Any complaints or grievances are dealt with promptly, respectfully, fairly and confidentially.

The College will endeavor to resolve any complaint or grievance informally through discussion with the relevant staff member. The relevant staff member of the discussion and outcome of the communication will complete a *Coordinator Referral Sheet* and supply a copy to the relevant staff member especially the Assistant Principal and Principal.

Those with a more serious grievances or complaint must submit in writing to the College principal with supporting evidence for it to be investigated. A serious matter e.g. sexual harassment or criminal behaviour should be immediately referred to the Principal.

PROCEDURE

St. Maroun's College is required under Department of Education (DoE) to have documented the complaints and appeals policy and procedure access to all student in particular international students.

STUDENTS

If a student believes that they have been treated unfairly, possible resolutions can include:

1. Usually, in the first instance, calmly approach the person with whom you have the grievance. Talk to the person about the problem – seek a solution that satisfies everyone's needs.
2. Speak to someone with whom you feel comfortable. Talk to the College psychologist, Year Coordinator, Welfare Coordinator or International Student Coordinator about the problem.
3. Explain the grievance; include who was involved, what happened, what you did and what you believe was unjust or unfair and what you would like to happen now. You may bring someone with you for support. It is good if you bring along the details in writing.
4. If the issue remains unresolved, speak to your parent(s)/caregivers.
5. If you feel the grievance has not been addressed arrange a time to speak to the Welfare Co-ordinator
6. If you feel the grievance has still not been addressed, arrange a time to speak to the Principal.

PARENTS

At Maroun's College we support the right of any member of the school community who has a grievance to be treated with respect, given information and guidance on how to resolve the issue appropriately and be supported in their actions to do so.

Parents could:

1. Telephone the school and leave a message for the "appropriate person" to telephone back. Depending on the nature of the issue this person could be subject teacher, KLA Co-ordinator, Year Co-ordinator or Assistant Principal.



Note: All telephone calls to teachers will be returned, but please remember they are on class for most of the day, have student supervision during the breaks and are occasionally out of the school on excursions. Staff will return the call as soon as possible.

2. Arrange a time, through the office, to speak to the relevant teacher(s) about the problem. All issues involving students should be addressed through an appropriate staff member and not directly with the child. Please do not enter school classrooms about a serious grievance or approach a teacher who is on a Playground duty. Please remember as a safety requirement and as a courtesy to report your presence on arrival at the College to the Administration Reception Office
3. Let the teacher know what you consider to be an unfair or unjust action. It is good if your concerns are available in writing for our records and for effective follow up. Also you may suggest what outcome you are seeking to achieve.
4. Devise a written plan of action in consultation with a staff member.
5. Allow a reasonable timeframe for the issue to be addressed.
6. If the grievance is not addressed arrange a time to speak with the appropriate Executive member or Year Co-coordinator. If you feel the grievance is not addressed you may arrange a time to speak formally to someone in the school executive.
7. If you still feel the grievance has not been addressed, arrange a time to speak with the Principal.

All communication of the grievance will be made in writing or by email. A Record of all incidents and meetings will be kept. A copy of the record will be placed on the students' file.

A student's enrolment will be maintained throughout this entire process.

A meeting will be scheduled for all parties to resolve the issue. A support person can be brought in for the complainant.

The College executive committee and relevant staff members will deal with the grievance in a timely manner with a sensitive and compassionate manner with all parties involved within **ten (10)** school days.

A written letter with the outcome is provided to the complainant, parent/guardian and a copy placed on the students' file.

If an independent arbiter is required the College will use the resources of the College Board to resolve the matter. The College will incur any additional costs.

OVERSEAS STUDENT OMBUDSMAN

This policy does not take away the complainant's rights to take further action under Australia's consumer protection laws including access to the **Overseas Student Ombudsman**.

The **Overseas Student Ombudsman** investigates complaints about problems that overseas students have with private education and training in Australia. Complaints might be about:

- refusing admission to a course
- fees and refunds
- course or provider transfers
- course progress or attendance
- cancellation of enrolment
- accommodation or work arranged by a provider



- a provider not doing something or taking too long to do something
- incorrect advice given by an education agent who has an agreement with a private provider.

All information is treated with privacy and respect. All international students will receive an information brochure in their enrolment package. This is also available from the ISC and on the College website.

The College, by any means, will ensure measures are put in place to prevent further similar complaints.

The complaint or grievance will be documented in the College administration office and in the students' file.