



Rockhampton Girls Grammar School

Est 1892

International Complaints and Appeals Policy

PURPOSE OF THE POLICY

A copy of this policy will be provided to the student (or parent(s) / legal guardian if the student is under 18) at a reasonable time prior to a written agreement being signed, and again during orientation or within seven days of the commencement of student attendance of the enrolled course.

The purpose of Rockhampton Girls Grammar School'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 involving Rockhampton Girls Grammar School, or a third party engaged by Rockhampton Girls Grammar School to deliver a service on behalf of Rockhampton Girls Grammar School.

The internal complaints and appeals processes are conciliatory and non-legal.

POLICY

1. Complaints against other students

- a. Grievances brought by a student against another student will be dealt with under the School's Code of Behaviour.

2. Informal Complaints Resolution Procedure

- a. In the first instance, Rockhampton Girls Grammar School requests there is an attempt to informally resolve the issue through mediation/informal resolution of the complaint
- b. Students should contact the Care Group Teacher (if Day School related) or Boarding Supervisor (if related to Boarding issues) in the first instance to attempt mediation/informal resolution of the complaint
- c. If the matter cannot be resolved through initial mediation, the matter will be referred to the Director of Student Wellbeing.

3. Formal Complaints Handling Procedure

- a. The process of this grievance procedure is confidential and any complaints or appeals are a matter between the parties concerned and those directly involved in the complaints handling process.
- b. The student must notify the school in writing of the nature and details of the complaint or appeal.
- c. Written complaints or appeals are to be lodged with the Principal.
- d. Where the internal complaints and appeals process is being accessed because the student has received notice by the School that the School intends to report her for unsatisfactory course attendance, unsatisfactory course progress or suspension or cancellation of enrolment, the student has 20 days from the date of notification in which to lodge a written appeal
- e. Complaints and appeals processes are available to students at no cost

- f. Each complainant has the opportunity to present her case to the Principal
- g. Students and/or the school may be accompanied and assisted by a support person at all relevant meetings
- h. The formal internal complaints and appeals process will commence within ten (10) working days of the lodgment of the complaint or appeal with the Principal and will be finalised with as soon as practical
- i. For the duration of the internal complaints and appeals process the student's enrolment will be maintained, as required under the National Code of Practice for Providers of Education and Training to Overseas Students 2018 and the student must continue to attend classes.

However, if the Principal deems that the student's health or well-being, or the well-being of others is at risk he/she may decide to suspend or cancel the student's enrolment before the complaints and appeals process has been accessed or fully completed. In such cases, the student may still lodge a complaint or appeal, even if the student is offshore.

- j. Once the Principal has come to a decision regarding the complaint or appeal, the student will be informed in writing of the outcome and the reasons for the outcome, and a copy will be retained on the student's file.
- k. If the complaints and appeals procedure finds in favour of the student, Rockhampton Girls Grammar School will immediately implement the decision and any corrective and preventative action required, and advise the student of the outcome and action taken.
- l. Where the outcome of a complaint or appeal is not in the student's favour, the school will advise the student within ten (10) working days of concluding the internal review of the student's right to access the external appeals process.

However, the school is only obliged to await the outcome of an external appeal if the matter relates to a breach of course progress or attendance requirements. For all other issues, the school may take action (including making changes to the student's enrolment status in PRISMS) in accordance with the outcome of the internal appeal.

4. External Appeals Process

- a. If the student is dissatisfied with the conduct or result of the complaints procedure, she may contact and/or seek redress through the Overseas Students Ombudsman at no cost. Please see: <http://www.ombudsman.gov.au/How-we-can-help/overseas-students> or phone 1300 362 072 for more information.
- b. If the student wishes to appeal a decision made by Rockhampton Girls Grammar School that relates to being reported for a breach of course progress or attendance requirement (under Standard 8), the student must lodge this appeal with the Overseas Student Ombudsman's office within ten working days of being notified of the outcome of her internal appeal.
- c. If the student wishes to appeal a decision made by Rockhampton Girls Grammar School that relates to:
 - refusal to approve a transfer application (under Standard 7), or
 - suspension or cancellation of the student's enrolment (under Standard 9)
 Any choice to lodge an external appeal with the Overseas Student Ombudsman is at the student's discretion. The school need not await the outcome of any external appeal lodged, before implementing the outcome of the internal appeal.
- d. If the complaints and appeals procedure finds in favour of the student, Rockhampton Girls Grammar School will immediately implement the decision and any corrective and preventative action required, and advise the student of the outcome and action taken.

5. Other Legal Redress

- a. Nothing in the School's International Complaints and Appeals Policy negates the right of an international student to pursue other legal remedies.

6. Definitions

- a. Working Day – any day other than a Saturday, Sunday or public holiday during term time
- b. Student – a student enrolled at Rockhampton Girls Grammar School or the parent(s)/legal guardian of a student where that student is under 18 years of age
- c. Support person – a friend/teacher/relative not involved in the grievance. (Please note that lawyers and/or education agents are not acceptable support persons at this stage of the complaints handling process)

POLICY RELEASE DETAILS

Date of Policy	Updated October 2019
Approved by	Principal October 2019
Review Date	As required by International Education
Access	Public Availability – RGGGS Website

RELATED POLICIES AND DOCUMENTS

RGGS Code of Behaviour Policy

RGGS International Parent Student Handbook

Board of Trustees of Rockhampton Girls Grammar School *trading as*
Rockhampton Girls Grammar School
CRICOS Provider No: 00508E



Rockhampton Girls
Grammar School

Est 1892

Appendix A

Proforma for recording responses and actions in relation to student complaints

Student Name

Year Level

Current Address in Australia

Post Code

Address in Home Country

Country

Post Code

Phone No

Mobile Ph

Email

COMPLAINT DETAILS

Date:

Complaint is INFORMAL

Description:

Complaint is FORMAL - **Written Complaint is attached.**

Details of Remedial

Action 1:

Details of Response to Remedial Action 1:

Details of Response to Remedial Action 2:

Details of Response to Remedial Action 2:

RESOLUTION PROCESS OUTCOME

Date:

COMPLAINT RESOLVED

NO FURTHER ACTION

DOCUMENTATION FILED

OR

COMPLAINT NOT RESOLVED

ADVICE FOR NEXT STEP HAS BEEN PROVIDED

Details:

[Name]

Principal

Rockhampton Girls Grammar

Date:



Rockhampton Girls
Grammar School

Est 1892

Appendix B

Letter advising student of School's complaints and appeals process

Student Name

Year Level

Current Address in Australia

Post Code

Address in Home Country

Country

Post Code

Phone No

Mobile Ph

Email

We are advised by *[insert name and role of person]* that the issue of *[describe issue/concern/complaint]* that you first raised on *[insert date]* has not been satisfactorily resolved.

[Provide further details or summary of process if applicable.]

If you wish to pursue this matter further, we invite you to follow Rockhampton Girls Grammar School's Formal Complaints Handling Procedure, as per our Complaints and Appeals Policy, attached.

As a first step in this process, please notify the Principal in writing of the nature and details of your concerns.

The Principal will consider your concerns within ten (10) working days and will *[insert as applicable, e.g., arrange a meeting with you / respond to you in writing]*. You will be notified of the outcome of your request, and the reasons for any School decisions, within 5 working days.

If there has been a delay use...

We wish to advise there has been a delay in the processing of your complaint. The reason is *[insert details]*. We will contact you again *[insert timeframe, e.g., as soon as this matter is resolved or within 5 working days]*.

[Name]

[Position]

Rockhampton Girls Grammar

Date:



Rockhampton Girls
Grammar School

Est 1892

Appendix C

Letter advising student to access School's internal complaints and appeals process

Date

Student name: Insert student name
Year level: Insert year level
Current address: Insert address

cc. Insert parent's names
Insert parent's address

Dear student

This letter is to inform you that in relation to [*specify grievance*] Rockhampton Girls Grammar School advises that in order to [resolve this complaint / lodge an appeal], you should now follow the internal complaints process, as outlined in the Complaints and Appeals Policy (please see attached). [*Attach copy of Complaints and appeals policy*]

The formal internal [complaints/appeals] process will commence within ten (10) working days of the lodgement of the [complaint/appeal] with the Principal. The School undertakes to finalise the process as soon as practicable.

You may be accompanied and assisted by a support person of your choice at any relevant meetings. Rockhampton Girls Grammar School will maintain your enrolment for the duration of the [complaints/appeals] process and it is expected that you will attend all classes as normal.

If you choose not to access Rockhampton Girls Grammar School's formal internal complaints process, or begin and then decide to withdraw from the process, please advise [insert name of Principal] in writing as soon as possible.

Yours sincerely

[Name]
Principal
Rockhampton Girls Grammar School



Rockhampton Girls
Grammar School

Est 1892

Appendix D

Letter advising student of successful outcome of complaints and appeals process and reasons for decision

Date:

Student name: Insert student name
Year level: Insert year level
Current address: Insert address

cc. Insert parent's names
Insert parent's address

Dear student

This letter is to advise you of the outcome of your formal internal [complaint/appeal] regarding [*insert summary of grievance details*].

[*Insert details of and reasons for outcome*]

Rockhampton Girls Grammar School will immediately implement this decision and/or take the following corrective and preventative actions.

[*Specify actions to be taken*].

You will be advised in writing of the outcome of these actions.

Yours Sincerely

[Name]
Principal
Rockhampton Girls Grammar School



Rockhampton Girls
Grammar School
Est 1892

Appendix E

Letter advising student of unsuccessful outcome of complaints and appeals process and reasons for decision

Date:

Student name: Insert student name
Year level: Insert year level
Current address: Insert address

cc. Insert parent's names
Insert parent's address

Dear student

This letter is to advise you of the outcome of your formal internal [complaint/appeal] regarding [*insert summary of grievance details*].

[*Insert details of and reasons for outcome*]

If you choose, you may now access the external [complaints/appeals] process as outlined in the Complaints and Appeals Policy (please see attached). [*Attach copy of Complaints and appeals policy*] Any external [complaint/appeal] must be lodged with the Overseas Student Ombudsman within ten (10) working days from the date of this letter. The Overseas Student Ombudsman offers a free and independent service for overseas students. Please see <http://www.ombudsman.gov.au/How-we-can-help/overseas-students> or phone 1300 362 072 for more information.

[*If the complaint/appeal is in regards to course progress or attendance (NC St 8) include the following*]

If you now choose to lodge an external appeal with the Overseas Student Ombudsman, Rockhampton Girls Grammar School will maintain your enrolment for the duration of the complaints and appeals process and it is expected that you will attend all classes as normal.

[*If the complaint/appeal is in regards to suspension or cancellation of enrolment in accordance with NC St 9, you could include the following*]

Please be advised that if you now choose to lodge an external appeal with the Overseas Student Ombudsman, Rockhampton Girls Grammar School is not required to maintain your current enrolment status throughout this process. As such, your enrolment will be [suspended/cancelled] as at [*insert date*], and you should seek advice from the Department of Home Affairs (Immigration) about the impact of this on your student visa. Please see contact details at: <https://immi.homeaffairs.gov.au/help-support/contact-us>.

If you choose not to access the external [complaints/appeals] process, or begin and then decide to withdraw from the process, please advise [*insert name of Principal*] in writing as soon as possible.

Yours Sincerely

[Name]
Principal
Rockhampton Girls Grammar School



Rockhampton Girls
Grammar School

Est 1892

Appendix F

Letter advising student about accessing the School's external complaints and appeals process

Date:

Student name: Insert student name

Year level: Insert year level

Current address: Insert address

cc. Insert parent's names

Insert parent's address

Dear student

The School acknowledges your letter dated xx/xx/20xx advising that you are not satisfied with the outcome of the decision made in relation to your internal [complaint/appeal].

[Insert summary of grievance details.]

You may lodge an external [complaint/appeal] with the Overseas Student Ombudsman at no cost to yourself. The Overseas Student Ombudsman offers a free and independent service for overseas students. Please see <http://www.ombudsman.gov.au/How-we-can-help/overseas-students> or phone 1300 362 072 for more information. Any external [complain/appeal] must be lodged with the Overseas Student Ombudsman within ten (10) working days from the date of receiving this letter.

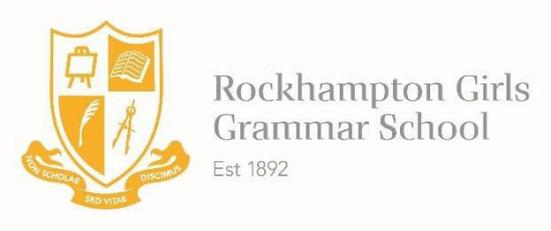
[If the complaint/appeal is in regards to course progress or attendance (NC St 8) include the following]

If you now choose to lodge an external appeal with the Overseas Student Ombudsman, Rockhampton Girls Grammar School will maintain your enrolment for the duration of the complaints and appeals process and it is expected that you will attend all classes as normal.

[If the complaint/appeal is in regards to suspension or cancellation of enrolment in accordance with NC St 9, you could include the following] Please be advised that if you now choose to lodge an external appeal with the Overseas Student Ombudsman, Rockhampton Girls Grammar School is not required to maintain your current enrolment status throughout this process. As such, your enrolment will be [suspended/cancelled] as at *[insert date]*, and you should seek advice from the Department of Home Affairs (Immigration) about the impact of this on your student visa. Please see contact details at: <https://immi.homeaffairs.gov.au/help-support/contact-us>.

If you choose not to access the external [complaints/appeals] process, or begin and then decide to withdraw from the process, please advise *[insert name of Principal]* in writing as soon as possible.

Yours sincerely



Appendix G

Letter advising student of successful outcome of internal complaints and appeals process and reasons for decision

Student Name

Year Level

Current Address in Australia

Post Code

Address in Home Country

Country

Post Code

Phone No

Mobile Ph

Email

In response to your written concerns of [insert date ../../..], Rockhampton Girls Grammar School advises the outcome of your request was successful.

The reasons for this decision are as follows:

Add details

Finish up with what this means for continued enrolment.

Yours Sincerely

[Name]
Principal
Rockhampton Girls Grammar School



Rockhampton Girls
Grammar School

Est 1892

Appendix H

Letter advising student of unsuccessful outcome of internal complaints and appeals process and reasons for decision

Student Name

Year Level

Current Address in Australia

Post Code

Address in Home Country

Country

Post Code

Phone No

Mobile Ph

Email

In response to your written concerns of [insert date ../../.], Rockhampton Girls Grammar School advises the outcome of your request was not successful.

The reasons for this decision are as follows:

Add details

If you wish, you may seek external advice or redress through the Overseas Students Ombudsman www.oso.gov.au. The Overseas Students Ombudsman offers a free and independent service for overseas students. Please see: www.oso.gov.au or phone 1300 362 072 for more information.

Please refer to the International Complaints and Appeals Policy attached to this letter and on the School website www.rggs.qld.edu.au.

Finish up with what this means for continued enrolment.

Yours Sincerely

[Name]
Principal
Rockhampton Girls Grammar School