



TARA

Anglican School for Girls

National ESOS Code: Standard 8

Version 1.1

Review Dates: January 2016; March 2017

CRICOS Code: 02320A

Complaints and Appeals 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 issued and again within 7 days of the commencement of student attendance of the enrolled course.

1. Purpose

- a) The purpose of Tara Anglican School for Girls' 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.
- b) The internal complaints and appeals processes are conciliatory and non-legal.

2. Complaints against other students

- a) Grievances brought by a student against another student will be dealt with under the School's Grievance Policy.

3. Informal Complaints Resolution

- a) In the first instance, Tara Anglican School for Girls requests there is an attempt to informally resolve the issue through mediation/informal resolution of the complaint.
- b) Students should follow the Grievance Process Flowchart (attached) and which is provided to all students and is displayed on notice boards throughout the school to note who they should next contact in the first instance to attempt mediation/informal resolution of the complaint.
- c) If the matter cannot be resolved through mediation, the matter will be referred to the Head of Junior School or Head of Senior School (as per the flowchart) and Tara Anglican School for Girls' internal formal complaints and appeals handling procedure will be followed.
- d) An appeal to the Principal is the last step before an independent nominee may be engaged to review the matter i.e. Overseas Student Ombudsman (see flowchart).

4. 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 Deputy Principal – Head of Senior School.
- 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 his/her for unsatisfactory course attendance, unsatisfactory course progress or suspension or cancellation of enrolment, the student has 20 working days from the date of receipt 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 his/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 grievance process will commence within 10 working days of the lodgement of the complaint or appeal with the Principal.
- i) 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.
- j) If the grievance procedure finds in favour of the student, Tara Anglican School for Girls will immediately implement the decision and any corrective and preventative action required, and advise the student of the outcome.
- k) Tara Anglican School for Girls undertakes to finalise all grievance procedures within 10 working days of the lodgment of the complaint or appeal.
- l) For the duration of the appeals process, the student's enrolment and attendance must be maintained.
- m) At each step, the documented internal complaints and appeals process must include provision of a written statement of the outcome including details and reasons for each decision throughout the procedure.
- n) There is no cost to a complainant levied by the school throughout the process of complaints and appeals procedure. Complainants, should they engage their own counsel or professional will need to cover that cost.

5. External Appeals Processes

- a) If the student is dissatisfied with the conduct or result of the complaints procedure, he/she may seek redress through an external body at minimal or no cost. It is recommended the student accesses the external appeals process within two weeks.
- b) If the student wishes to complain or to lodge an external appeal about a decision made or action taken by Tara Anglican School for Girls, he/she may contact the Overseas Students Ombudsman at no cost. 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.
- c) If a student is concerned about the actions of the school they may approach the chief executive of the Department of Education, Training and Employment, who, under part 2, division 2 of the Education (Overseas Students) Act 1996, may suspend or cancel the registration of a provider or a course if a breach of the requirements of registration provision is proved. Concerns or complaints about the conduct of a registered provider should be addressed in writing to:

The NSW Education Standards
Authority (NESA) – Formally the
Board of Studies, Teaching and
Educational Standards NSW
(BOSTES)
117 Clarence
Street, Sydney NSW 2000
Phone: 1300 13 83 23

6. Other legal redress

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



7. Definitions

- a) Working Day – any day other than a Saturday, Sunday or public holiday during term time
- b) Student – a student enrolled at Tara Anglican School for Girls or the parent(s)/legal guardian of a student where that student is under 18 years of age
- c) Support person – for example, a friend/teacher/relative not involved in the grievance.