

## SUMMARY OF COMPLAINTS AND APPEALS POLICY

Oakleigh Grammar is committed to creating an environment that values good relationships and open communication.

### Purpose

- a. The purpose of Oakleigh Grammar's Complaints and Appeals Policy is to provide a student with the opportunity to access procedures to facilitate the resolution of a dispute or complaint.
- b. In the first instance, the school requests there is an attempt to informally resolve the issue. If this is unsatisfactory or does not result in a resolution of the matter, the School's internal formal complaints handling procedure will be followed.
- c. The internal complaints and appeals processes are conciliatory and non-legal.

### Complaints Resolution Process:

#### Informal Process (No records are kept)

- A complaint should be lodged with the person who has the best understanding of the issues involved.
- All complaints of a minor nature should be resolved at this stage of the process.

#### Formal Process (Records are kept): The complaint is to be put in writing and the respondent has the right to reply in writing.

If the complaint remains unresolved after the informal stage, either party can ask for the complaint to be considered by the Principal, unless the Principal is the respondent. The Principal, will at his discretion, either investigate the complaint, or ask a member of the Leadership Team who has not previously been involved in the complaint to investigate it and follow Oakleigh Grammar's internal formal complaints and appeals handling procedure.

If all previous stages have been exhausted and the matter remains unresolved, either party may refer the complaint to the Overseas Student Ombudsman.

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. If the student accesses the complaints and appeals process the school must maintain the student's enrolment.

The student must notify the school in writing of the nature and details of the complaint or appeal. The school will respond to the student in writing.

If a student is dissatisfied with a decision made by the School, he/she has twenty (20) working days from the date nominated in the written notification by the School in which to lodge an Internal Appeal to have the case reviewed at no cost to the student. This includes decisions relating to the outcomes of complaints and assessment appeals, as well as notifications of unsatisfactory course progress, unsatisfactory attendance, misbehaviour, refusal to provide a letter of release, and/or pending cancellation of enrolment by the School

Internal complaints and appeals processes are available to students at no cost. Each complainant has the opportunity to formally present their case at minimal or no cost to themselves.

Each party may be assisted by a support person at each meeting.

The School will commence the process of considering a complaint within 10 working days of the lodgement of the complaint or appeal with the Principal/delegated other staff member.

Once the Principal/delegated other staff member 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.

If the grievance procedure finds in favour of the student, Oakleigh Grammar will immediately implement the decision and any corrective and preventative action required.

The process takes place within 10 working days of the complaint and must be completed as soon as practical. Oakleigh Grammar undertakes to finalise all grievance procedures within 28 working days.

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

Each complainant will be given a written record of the outcome and the reasons for the outcome.

## **External Appeals Process**

The School's Policy provides for an independent, external body to hear the complaint if it cannot be resolved internally. If the student is not satisfied with the process of the complaint then the School must advise the student of their right to access the external appeals process.

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.

b) The Overseas Student Ombudsman is well placed to respond to such an appeal and in serious cases it may be more appropriate to go directly to this agency.

c) If the Internal or any External complaint handling or appeal process results in a decision that supports the student the School will immediately implement any decision and/or corrective and preventative action required and advise the student of the outcome.