



International Student Programme

Complaints and Appeals Policy

Policy Status	CURRENT
Policy Classification	Board Endorsed
Policy Established	2005
Policy Last Reviewed	2014
Policy Responsibility	Head of Executive Office / International Student Office

The purpose of St Augustine's College Complaints and Appeals Policy is to provide a student with the opportunity to access procedures to facilitate the resolution of a dispute or complaint.

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

Grievances brought by a student against another student will be dealt with under the College Behaviour Policy/Code of Conduct.

Informal Complaints Resolution

- 1) In the first instance, St Augustine's College requests that there is to be an attempt to informally resolve the issue through mediation/informal resolution of the complaint.
- 2) Students should contact the House Formation Leader or International Executive Officer in the first instance to attempt mediation/informal resolution of the complaint.
- 3) If the matter cannot be resolved through mediation, the matter will be referred to the appropriate senior staff member and St Augustine's College internal formal complaints and appeals handling procedure will be followed.

Code of Conduct, Attendance and Discipline: House Formation Leader
Service and Academic Programs: Head of School
Contractual and Financial Issues: Business Services Manager

Internal Complaints Handling Procedure

- 1) 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.
- 2) The student must notify the College in writing of the nature and details of the complaint or appeal.
- 3) Written complaints or appeals are to be lodged with the College Principal.

(CRICOS Requirement 3.19 – Defer, Suspend or Cancel Student Enrolment)



ST AUGUSTINE'S COLLEGE - SYDNEY

A Catholic Congregational school for boys in Years 5 to 12, teaching the Augustinian values of
'Truth, Love & Community'

- 4) Where the internal complaints and appeals process is being accessed because the student has received notice by the College that the College intends to report him 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.
- 5) Internal complaints and appeals processes are available to students at no cost.
- 6) Each complainant has the opportunity to present his case to the College Principal.
- 7) Students may be accompanied and assisted by a support person at all relevant meetings.
- 8) The formal grievance process will commence within 10 working days of the lodgement of the complaint or appeal with the College Principal.
- 9) Once the College 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.
- 10) If the grievance procedure finds in favour of the student, St Augustine's College will immediately implement the decision and any corrective and preventative action required.
- 11) St Augustine's College undertakes to finalise all grievance procedures within 10 business days.
- 12) For the duration of the appeals process, the student is required to maintain enrolment and attendance at all classes as normal unless it has been indicated otherwise.

External Appeals Process

- 1) 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 will be informed of the external complaints and appeals process available to them at minimal or no cost.
- 2) The external body used for St Augustine's College external complaints and appeals processes is the NSW Ombudsman, <https://www.ombo.nsw.gov.au>.

Definitions

- 1) *Business Day* – any day other than a Saturday, Sunday or public holiday during term time
- 2) *Student* – a student enrolled at St Augustine's College or the parent(s)/legal guardian of a student where that student is under 18 years of age
- 3) *Support person* – a friend/teacher/relative not involved in the grievance. Lawyers and/or education agents are not deemed acceptable support persons at this stage of the complaints process.

(CRICOS Requirement 3.19 – Defer, Suspend or Cancel Student Enrolment)