



## INTERNATIONAL STUDENT COMPLAINT RESOLUTION POLICY

### Rationale of the Peninsula Grammar International Student Complaint Resolution Policy

Peninsula Grammar is a people-focused organisation committed to working with the School community to resolve any complaint in a fair and efficient manner. When problems arise within our International Program or Community we welcome contact to achieve a resolution, recognising that dealing with complaints in a timely and professional manner is of paramount importance.

### Aims of the Complaint Resolution Policy

- To ensure that all complaints are managed and resolved fairly, efficiently and promptly
- To ensure that the school community is aware of the processes employed by the school to achieve resolution of any complaint
- To ensure that complaints are handled in a confidential and professional manner
- To ensure that complaints are handled in accordance with the principles of procedural fairness.

### Complaint Resolution Principles

When engaging in the Complaint Resolution Procedure set out below, all parties must:

- Respect the requirement to adhere to the Complaint Resolution Procedure (see Appendix 1);
- Be considerate of each other's views and roles in the Complaint Resolution Procedure;
- Be focused on resolution;
- Respect the privacy and confidentiality of those involved, as appropriate; and
- Act cooperatively and in good faith.

Where the above principles are not observed it may be difficult to reach a resolution.

### Complaint Resolution Procedure

The School will adopt a three-phase approach when responding to complaints:

#### A. Notification of Complaint & Acknowledgement

Complaints should be addressed to the Principal.

A complaint may be made in person, via telephone or in writing.

Where possible, a complaint should include the following information:

- Name and contact details of the complainant;
- Dates and times of any specific incidents relevant to the complaint;
- Names of any students or staff relevant to the complaint;
- Any outcome being sought.

Complainants will receive written acknowledgement of their complaint within 2 business days which will:

- Confirm the nature of the complaint and the details provided;
- Advise of the staff member handling the complaint and provide their full contact details;
- Confirm any initial steps being undertaken to resolve the complaint; and
- Provide a copy of this policy.

#### B. Investigation & Response

In order to provide a considered response to any complaint, the Principal will appoint a Complaints Manager to undertake an investigation of the complaint and provide a response of their findings to the complainant within a period of 3 to 5 working days.



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If the complaint is of an urgent nature the School will endeavour to provide a considered response as soon as practicable after receipt of the complaint.

The international student has the right to select a support person to assist them throughout all the processes including attending all meetings with them as detailed below.

The considered response will include the following:

- Any investigations undertaken and the findings, subject to Privacy Legislation;
- The school's position with respect to the complaint; and
- A recommended resolution.

All responses are to be approved by the Principal.

### C. Resolution

Resolutions will vary from case to case depending on the nature and circumstances of each complaint. Resolutions could include, but are not limited to:

- Acknowledgement of the complaint circumstances;
- Reassurance to the complainant;
- A verbal or written apology;
- Disciplinary action; and/or
- Any other appropriate resolution that may be appropriate in the circumstances.

The School is committed to ensuring procedural fairness when determining an appropriate resolution to a complaint and will, where possible:

- Provide any person likely to be affected by a resolution an opportunity to present his or her position;
- Ensure that the decision-maker remains unbiased;
- Determine a resolution based upon any logically probative evidence provided.

A communication confirming the resolution of the complaint will be sent to the complainant.

### D. Internal Appeal

If notified by the complainant, or the complainant's parent or guardian, that they wish the matter to be referred to an internal panel, a panel of 3 Senior staff will be selected by the Principal to review the matter. The panel will provide a written finding within 28 days from the date of referral and, in any event, no later than 42 days after the original complaint was received. The Principal will communicate the findings of the internal panel to the complainant and their parent or guardian within 10 days of the conclusion of the panel review.

The complainant may seek further resolution through the Overseas Student Ombudsman (OSO).

### E. External Appeal

External Complaint Resolution may be sought through the Overseas Student Ombudsman (OSO), which provides a free dispute resolution service. The primary function of the OSO is to assess the correctness of the School's processes. The School will abide by any decision of the OSO.

The Overseas Student Ombudsman can be contacted as follows:

Commonwealth Ombudsman

GPO Box 442

Canberra

ACT 2601.



<http://www.ombudsman.gov.au/about/overseas-students>

All stages of the above procedure and its outcomes will be recorded in writing and the written records maintained in the student's physical file.

### **Support during Complaint Resolution Process**

The complainant may have a support person to assist them at any time during the Complaint Resolution Process. The complainant must advise the School if they would like to include a support person, advocate or another representative when making a complaint.

### **Implementation of Policy**

- Parents, staff, students and the community will be aware of the School's Complaint Resolution Policy.
- All staff will be made aware of their responsibilities with regard to the policy. Training will be provided to staff on the commencement of their employment and annually on identifying risks and their responsibilities.
- Publication of Policy via School policy portal.

### **Breach of Policy by Staff**

Any breach of this Policy by staff may be considered misconduct and disciplinary action taken, which may also result in a report to the Victorian Institute of Teaching.

### **Review**

This policy is to be reviewed, approved and endorsed annually.

Last review February 2021.

Review is to be undertaken prior to September 2021.





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## INTERNATIONAL STUDENT COMPLAINT RESOLUTION POLICY – APPENDIX 1

