



TIGS

The Illawarra Grammar School

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International Student Programme

COMPLAINTS & APPEALS POLICY & PROCEDURES



COMPLAINTS AND APPEALS - POLICY & PROCEDURES

This policy applies to all students enrolled in courses at The Illawarra Grammar School and The Illawarra Grammar School Centre for English.

The purpose of The Illawarra 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. These internal procedures are a conciliatory and non-legal process.

- In the first instance, The Illawarra Grammar 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 Illawarra Grammar School's internal formal complaints handling procedure will be followed.
- The process of this grievance procedure is confidential and any complaints are a matter between the parties concerned and those directly involved in the complaints handling process.
- If the student or parent(s)/legal guardian remains dissatisfied with the outcome, The Illawarra Grammar School will advise of access to an independent external appeals process.
- Grievances brought by a student against another student will be dealt with under the schools Grievance Policy and Procedures.
- For conditions which apply to handling of a complaint or appeal arising from the school's suspension or cancellation of a student's studies, please see Section 7 of The Illawarra Grammar School's Deferment, Suspension and Cancellation Policy.

1. Students

- a) Students should contact their teacher, Dean of International Students, Manager, International or Homestay Coordinator in the first instance to attempt mediation/informal resolution of the complaint.
- b) If the matter cannot be resolved through mediation, the matter will be referred to the Headmaster.
- c) At this point, the student should notify the school in writing of the nature and details of the complaint.
- d) Each complainant has the opportunity to present his/her case to the Headmaster. Students may be accompanied by a support person.
- e) The formal complaints process will commence within 10 working days of the lodgement of the complaint with the Headmaster.
- f) Once the Headmaster has come to a decision regarding the complaint, the student will be informed in writing of the outcome and the reasons for the outcome.
- g) If the complaints procedure finds in favour of the student, The Illawarra Grammar School will immediately implement the decision and any corrective and preventative action required.
- h) 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.
- i) The Illawarra Grammar School undertakes to finalise all grievance procedures within 20 working days.

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

2. Parent(s)/Legal Guardians

- a) Parent(s)/legal guardians should contact the student's teacher, Dean of International Students, Manager, International or Homestay Coordinator in the first instance to attempt mediation/informal resolution of the complaint.
- b) If the matter cannot be resolved through mediation, it will be referred to the Headmaster.
- c) At this point, parent(s)/legal guardians must notify the school in writing of the nature and details of the complaint.
- d) Each complainant has the opportunity to present their case to the Headmaster. Parent(s)/legal guardians may be accompanied by a support person.
- e) The Illawarra Grammar School's internal formal complaints process will commence within 10 working days of the lodgement of the complaint with the Headmaster.
- f) Once the Headmaster has come to a decision regarding the complaint, the parent(s)/legal guardian will be informed in writing of the outcome and the reasons for the outcome.
- g) If the complaints procedure finds in favour of the parent(s)/legal guardian The Illawarra Grammar School will immediately implement the decision and any corrective and preventative action required.
- h) If the complaints procedure does not find in favour of the parent(s)/legal guardian or the parent(s)/legal guardian is dissatisfied with the result of the complaints procedure, The Illawarra Grammar School will advise of the external complaints and appeals process available to them at minimal or no cost.
- i) The Illawarra Grammar School undertakes to finalise all grievance procedures within 20 working days.

3. Definitions

- a) Working Day - *any day other than a Saturday, Sunday or public holiday during term time*
- b) Student - *a student enrolled at The Illawarra Grammar School*
- c) Support person - *a friend/teacher/relative not involved in the grievance*
(It should be noted that lawyers and/or education agents are not acceptable support persons at this stage of the complaints handling process.)

GRIEVANCE PROCEDURES

