



The Corporation of the Trustees of the Roman Catholic Archdiocese of Brisbane t/a

# Southern Cross Catholic College

CRICOS NO. 01401G

307 Scarborough Road, Scarborough, Queensland 4020, Australia

## 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 and again within 7 days of the commencement of student attendance of the enrolled course.

### 1. Purpose

- a) The purpose of Southern Cross Catholic College'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.

### 2. Informal Complaints Resolution

- a) In the first instance, Southern Cross Catholic College requests there is an attempt to informally resolve the issue through mediation/informal resolution of the complaint.
- b) Students should contact the House Leader / Deputy Head of Campus 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 Principal and Southern Cross Catholic College's internal formal complaints and appeals handling procedure will be followed.

### 3. 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 Principal / Deputy Head of Campus
- 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 him/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/Deputy Head of Campus
- 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/Deputy Head of Campus
- i) Once the Principal/Deputy Head of Campus 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, Southern Cross Catholic College will immediately implement the decision and any corrective and preventative action required, and advise the student of the outcome.

- k) Southern Cross Catholic College undertakes to finalise all grievance procedures within 20 working days.
  - l) For the duration of the appeals process, the student's enrolment and attendance must be maintained.
4. 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. If intending to access the external appeals process in the case of Standards 10 and 11 this should occur within 10 working days.
  - b) If the student wishes to complain or to lodge an external appeal about a decision made or action taken by Southern Cross Catholic College, 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](http://www.oso.gov.au) or phone 1300 362 072 for more information.
5. 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.
6. **Definitions**
- a) **Working Day** – any day other than a Saturday, Sunday or public holiday during term time
  - b) **Support person** – for example, a friend/teacher/relative not involved in the grievance.