



International Complaints and Appeals Procedure

Status:	Current	Supersedes: All previous Rockhampton Girls Grammar School International Complaints and Appeals Procedures.
Authorised by:	Girls Grammar Executive	Date of Authorisation: April 2024
References:	<ul style="list-style-type: none">• <i>RGGS-061-POL-CODE OF BEHAVIOUR POLICY (STUDENTS)</i>• <i>RGGS-009-POL-COMPLAINTS HANDLING POLICY</i>• <i>RGGS-010-PRO-COMPLAINTS HANDLING PROCEDURE</i>• <i>RGGS International Parent Student Handbook</i>• <i>RGGS-473-FRM-PROFORMA FOR RECORDING RESPONSES AND ACTIONS IN RELATION TO STUDENT COMPLAINTS</i>• <i>RGGS-474-FRM-LETTER ADVISING STUDENT TO ACCESS SCHOOL'S INTERNAL COMPLAINTS AND APPEALS PROCESS</i>• <i>RGGS-584-FRM-LETTER ADVISING STUDENT OF OUTCOMES OF COMPLAINTS AND APPEALS PROCESS, REASONS FOR DECISIONS MADE AND ADVICE ABOUT EXTERNAL APPEALS</i>• <i>RGGS-585-FRM-LETTER GIVING STUDENT INFORMATION ABOUT ACCESSING THE SCHOOL'S EXTERNAL COMPLAINTS AND APPEALS PROCESS</i>• <i>National Code of Practice for Providers of Education and Training to Overseas Students 2018</i>	
Review Date:	This procedure will be reviewed as required by International Education Access.	
Procedure Owner:	Board of Trustees of the Rockhampton Girls Grammar School <i>trading as</i> Rockhampton Girls Grammar School CRICOS Provider No: 00508E	Access: All Staff – Policies Procedures and Forms\INTERNATIONAL STUDENT DOCUMENTS\POLICIES & PROCEDURES Publicly available: SCHOOL WEBSITE



TABLE OF CONTENTS

1. PURPOSE OF THE PROCEDURE	3
2. PROCEDURE.....	3
2.1. Complaints against other students	3
2.2. Informal Complaints Resolution Procedure	3
2.3. Formal Internal Complaints Handling and Appeals Process	3
2.4. External Appeals Process.....	4
2.5. Other Legal Redress.....	4
2.6. Definitions.....	4
APPENDIX A - PROFORMA FOR RECORDING RESPONSES AND ACTIONS IN RELATION TO STUDENT COMPLAINTS	5
APPENDIX B - CHECKLIST AND WORDING RELATING TO THE SCHOOL'S COMPLAINTS AND APPEALS PROCESSES	5
APPENDIX C - LETTER ADVISING STUDENT TO ACCESS SCHOOLS INTERNAL COMPLAINTS AND APPEALS PROCESS	5
APPENDIX D - LETTER ADVISING STUDENT OF OUTCOMES OF COMPLAINTS AND APPEALS PROCESS, REASONS FOR DECISIONS MADE AND ADVICE ABOUT EXTERNAL APPEALS.....	5
APPENDIX E - LETTER GIVING STUDENT INFORMATION ABOUT ACCESSING THE SCHOOL'S EXTERNAL COMPLAINTS AND APPEALS PROCESS	5



1. PURPOSE OF THE PROCEDURE

A copy of this procedure will be provided to the student (or parents / legal guardian if the student is under 18) at a reasonable time prior to a Written Agreement being signed, and again during orientation or within seven days of the commencement of student attendance of the enrolled course.

The purpose of Rockhampton Girls Grammar School's International Complaints and Appeals Procedure is to provide a student or parents / legal guardian with the opportunity to access procedures to facilitate the resolution of a dispute or complaint involving Rockhampton Girls Grammar School, or an education agent or third party engaged by Rockhampton Girls Grammar School to deliver a service on behalf of Rockhampton Girls Grammar School.

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

2. PROCEDURE

2.1. Complaints against other students

- a. Grievances brought by a student against another student will be dealt with under the ***RGGS-061-POL CODE OF BEHAVIOUR POLICY (STUDENTS)***.

2.2. Informal Complaints Resolution Procedure

- a. In the first instance, Rockhampton Girls Grammar School requests there is an attempt to informally resolve the issue through mediation/informal resolution of the complaint.
- b. Students should contact the Care Mentor or Head of Boarding 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 Rockhampton Girls Grammar School's internal formal complaints and appeals handling procedure will be followed (***RGGS-010-PRO-COMPLAINTS HANDLING PROCEDURE***).

2.3. Formal Internal Complaints Handling and Appeals Process

- 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.
- 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 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 her case to the Principal.
- g. Students may be accompanied and assisted by a support person at all relevant meetings.
- h. The formal internal complaints and appeals process will commence within 10 working days of lodgement of the complaint or appeal with the Principal and will be finalised as soon as practicable.
- i. For the duration of the internal complaints and appeals process the student's enrolment will be maintained, as required under the *National Code of Practice for Providers of Education and Training to Overseas Students 2018* and the student must continue to attend classes. However, if the Principal deems that the student's health or well-being, or the well-being of others is at risk they may decide to suspend or cancel the student's enrolment before the complaints and appeals process has been accessed or fully completed. In such cases, the



student may still lodge a complaint or appeal, even if the student is offshore.

- j. Once the 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, and a copy will be retained on the student's file.
- k. If the complaints and appeals procedure finds in favour of the student, Rockhampton Girls Grammar School will immediately implement the decision and any corrective and preventative action required and advise the student of the outcome and action taken.
- l. Where the outcome of a complaint or appeal is not in the student's favour, the school will advise the student within 10 working days of concluding the internal review of the student's right to access the external appeals process. However, the school is only obliged to await the outcome of an external appeal if the matter relates to a breach of course progress or attendance requirements. For all other issues, the school may take action (including making changes to the student's enrolment status in PRISMS) in accordance with the outcome of the internal appeal.

2.4. External Appeals Process

- a. If the student is dissatisfied with the conduct or result of the internal complaints and appeals procedure, she may contact and or seek redress through the Overseas Students Ombudsman at no cost. Please see <https://www.ombudsman.gov.au/complaints/international-student-complaints> or phone 1300 362 072 for more information.
- b. If the student wishes to appeal a decision made by Rockhampton Girls Grammar School that relates to being reported for a breach of course progress or attendance requirement (under Standard 8), the student must lodge this appeal with the Overseas Student Ombudsman's office within 10 working days of being notified of the outcome of her internal appeal.
- c. If the student wishes to appeal a decision made by Rockhampton Girls Grammar School that relates to:
 - i. refusal to approve a transfer application (under Standard 7), or
 - ii. suspension or cancellation of the student's enrolment (under Standard 9)any choice to lodge an external appeal with the Overseas Student Ombudsman is at the student's discretion. The school need not await the outcome of any external appeal lodged, before implementing the outcome of the internal appeal.

2.5. Other Legal Redress

- a. Nothing in the School's International Complaints and Appeals Procedure negates the right of an international student to pursue other legal remedies.

2.6. Definitions

Working Day – any day other than a Saturday, Sunday or public holiday during term time.

Student – a student enrolled at Rockhampton Girls Grammar School or the parents / legal guardian of a student where that student is under 18 years of age.

Support person – a friend, teacher or relative not involved in the grievance. (Please note that lawyers or education agents are not acceptable support persons at this stage of the complaints handling process).



APPENDIX A - PROFORMA FOR RECORDING RESPONSES AND ACTIONS IN RELATION TO STUDENT COMPLAINTS

- RGGS-473-FRM- PROFORMA FOR RECORDING RESPONSES AND ACTIONS IN RELATION TO STUDENT COMPLAINTS
- Internal School use only
- **Access Location** - All RGGS Staff - Policies Procedures and Forms\INTERNATIONAL STUDENT DOCUMENTS\FORMS

APPENDIX B - CHECKLIST AND WORDING RELATING TO THE SCHOOL'S COMPLAINTS AND APPEALS PROCESSES

CHECKLIST:

1. All letters should be addressed to the student directly and contain relevant contact details for follow up and student records.
2. Where relevant, letters should reference
 - a. the issue of concern
 - b. previous steps or remedies
 - c. details of and timelines for any steps or processes the student may wish to or is entitled to take
 - d. details of and timelines for any steps the school will take
 - e. actions being taken or outcomes of investigations by the school and reasons for actions or outcomes
 - f. the ability of students to access the external complaints and appeals process via the Overseas Students Ombudsman <https://www.ombudsman.gov.au/complaints/international-student-complaints> if they are dissatisfied with the internal School complaints and appeals process.
1. If necessary, the School should advise the student of the progress of their complaint, particularly if there is a delay in processing a complaint or appeal.
2. If the School determines the student is not successful in the internal complaints and appeals process, the School must provide the student with the contact details of the Overseas Students Ombudsman within 10 working days of making this determination and advise the student of her right to access this external service.

APPENDIX C - LETTER ADVISING STUDENT TO ACCESS SCHOOLS INTERNAL COMPLAINTS AND APPEALS PROCESS

- RGGS-474-FRM- LETTER ADVISING STUDENT TO ACCESS SCHOOLS INTERNAL COMPLAINTS AND APPEALS PROCESS
- Internal School use only
- **Access Location** - All RGGS Staff - Policies Procedures and Forms\INTERNATIONAL STUDENT DOCUMENTS\FORMS

APPENDIX D - LETTER ADVISING STUDENT OF OUTCOMES OF COMPLAINTS AND APPEALS PROCESS, REASONS FOR DECISIONS MADE AND ADVICE ABOUT EXTERNAL APPEALS

- RGGS-584-FRM-LETTER ADVISING STUDENT OF OUTCOMES OF COMPLAINTS AND APPEALS PROCESS, REASONS FOR DECISIONS MADE AND ADVICE ABOUT EXTERNAL APPEALS
- Internal School use only
- **Access Location** - All RGGS Staff - Policies Procedures and Forms\INTERNATIONAL STUDENT DOCUMENTS\FORMS

APPENDIX E - LETTER GIVING STUDENT INFORMATION ABOUT ACCESSING THE SCHOOL'S EXTERNAL COMPLAINTS AND APPEALS PROCESS

- RGGS-585-FRM-LETTER GIVING STUDENT INFORMATION ABOUT ACCESSING THE SCHOOL'S EXTERNAL COMPLAINTS AND APPEALS PROCESS
- Internal School use only
- **Access Location** - All RGGS Staff - Policies Procedures and Forms\INTERNATIONAL STUDENT DOCUMENTS\FORMS