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The Roman Catholic Trust Corporation of the Diocese of Cairns trading as Mount St Bernard College, Herberton

Mount St Bernard College 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 *Mount St Bernard 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.
- b) The internal complaints and appeals processes are conciliatory and non-legal.

2. Complaints against other students

- a) Grievances brought by a student against another student will be dealt with under Mount St Bernard College's Code of Conduct.

3. Informal Complaints Resolution

- a) In the first instance, *Mount St Bernard College* requests there is an attempt to informally resolve the issue through mediation/informal resolution of the complaint.
- b) Students should contact the Assistant Principal/*Pastoral Care* 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 *Mount St Bernard College's* internal formal complaints and appeals handling procedure will be followed.

4. 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 Mount St Bernard College 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 Mount St Bernard College that Mount St Bernard College 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.
- g) Students and / or Mount St Bernard College may be accompanied and assisted by 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.
- i) 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.
- j) If the grievance procedure finds in favour of the student, *Mount St Bernard College* will immediately implement the decision and any corrective and preventative action required, and advise the student of the outcome.
- k) *Mount St Bernard 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.

5. 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 within 2 weeks.
- b) If the student wishes to complain or to lodge an external appeal about a decision made or action taken by *Mount St Bernard 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 or phone 1300 362 072 for more information.

6. Other legal redress

- a) Nothing in Mount St Bernard College's Complaints and Appeals Policy negates the right of an overseas student to pursue other legal remedies.

7. Definitions

- a) Working Day – *any day other than a Saturday, Sunday or public holiday during term time*
- b) Student – *a student enrolled at Mount St Bernard College or the parent(s)/legal guardian of a student where that student is under 18 years of age*
- c) Support person – *for example, a friend/teacher/relative not involved in the grievance.*