



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 *Coomera Anglican 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 the school's Behaviour Policy/Code of Conduct.
3. Informal Complaints Resolution
 - a) In the first instance, *Coomera Anglican College* requests there is an attempt to informally resolve the issue through mediation/informal resolution of the complaint.
 - b) Students should contact their *teacher/Head of House/Head of School/PC teacher* 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/ Deputy Principal / College counsellor / Head of Year / Head of Campus / PC Teacher and *Coomera Anglican 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 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/ their *teacher/Head of House/Head of Campus/ College counsellor and/or PC teacher*.
 - 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/ their *teacher/Head of House/Head of Campus/ College counsellor and/or PC teacher*.
 - 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/ their *teacher/Head of House/Head of Campus/ College counsellor and/or PC teacher*.



- i) Once the Principal/ their *teacher/Head of House/Head of Campus/ College counsellor and/or PC teacher* 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, *Coomera Anglican College* will immediately implement the decision and any corrective and preventative action required, and advise the student of the outcome.
 - k) *Coomera Anglican College* undertakes to finalise all grievance procedures within 21 working days or *as soon as is practicable*.
 - 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. *The student has a timeline of within 10 working days for accessing the external appeals process in the case of Standards 10 and 11.*
 - b) If the student wishes to complain or to lodge an external appeal about a decision made or action taken by *Coomera Anglican 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: <http://www.ombudsman.gov.au/about/overseas-student-ombudsman-landing-page> or phone 1300 362 072 for more information.
6. 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.
7. Definitions
- a) Working Day – any day other than a Saturday, Sunday or public holiday during term time
 - b) Student – a student enrolled at Coomera Anglican 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.