

Complaints and Appeals Policy

1. Purpose

- a. The purpose of Westbourne Grammar School's Complaints and Appeals Policy is to provide a student 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. Internal Complaints Resolution

- a. In the first instance, Westbourne Grammar School requests that there is an attempt to informally resolve the issue through mediation / informal resolution of the complaint.
- b. Students should contact the International Student Coordinator 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 Director of International Admissions and Westbourne Grammar School's internal formal complaints and appeals handling procedure will be followed. The Director of International Admissions will keep the Principal informed of the progress of the complaint.

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 Director of International Admissions. Copies will be forwarded to the Principal and kept on the student's file.
- d. Should the student be accessing the complaints and appeals process because the school intends to report him / her for unsatisfactory course attendance, unsatisfactory course progress or suspension or cancellation of enrolment, the student has 20 days from the date of notification in which to lodge the appeal.
- e. Internal complaints and appeals processes are available to students at no cost.
- f. Each complainant has the opportunity to present his / her case to the Director of International Admissions and the Principal.
- g. Students may be accompanied and assisted by a support person at all relevant meetings. See definition below.
- h. The formal grievance process will commence within 10 working days of the lodgement of the complaint or appeal with the Director of International Admissions.
- i. The Director of International Admissions and the Principal may call on other parties relevant to the complaint.

- 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. A copy of all documentation will be kept on the student's file.
- k. If the grievance procedure finds in favour of the student, Westbourne Grammar School will immediately implement the decision and any corrective and preventative action required. The student will be informed in writing of the outcome and a copy of all documentation will be kept on the student's file.
- l. Westbourne Grammar School undertakes to finalise all grievance procedures within 10 working days.
- m. For the duration of the appeals process, the student's enrolment will be maintained. Attendance at all classes at Westbourne Grammar School as normal will be required unless otherwise stated.

4. External Appeals Process

- a. 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.
- b. The external body used for Westbourne Grammar School's external complaints and appeals process is:
 - Dispute Settlement Centre of Victoria
 - Level 4, 456 Lonsdale Street
 - Melbourne 3000
 - Phone: (03) 9603 8370
- c. If the external complaints and appeals process results in a decision that supports the student Westbourne Grammar School will immediately implement the decision and any corrective and preventative action required. The student will be informed in writing of the outcome and a copy of all documentation will be kept on the student's file.
- d. For the duration of the external appeals process, the student's enrolment will be maintained. Attendance at all classes at Westbourne Grammar School as normal will be required unless otherwise stated.

5. Definitions

- a. Working Day – any day other than a Saturday, Sunday or public holiday during term time.
- b. Student – a student enrolled at Westbourne Grammar School.
- c. Support person – a friend / teacher / relative not involved in the grievance. This does not include legal practitioners or education agents.