



International Student Program What rights do I have?

Supporting documents

1. Flowchart - Complaints and Grievances Procedure – International Students
2. Complaints and Grievances Procedure – International Students - Request for Formal Appeal

Complaints

A complaint can be made if a student suffers a hardship, real or imagined, that results in a person feeling aggrieved because of:

- A decision which affects them/or their interests (e.g. attendance, assessment); or
- Unacceptable behavior (e.g. harassment, discrimination, victimisation)

This complaint can be about a fellow student, a teacher or other adult at the College. If you have a problem with anyone outside the College e.g. your host family, you need to discuss this with GETI or the Home Stay Coordinator.

Complaints Procedure

The College has a Complaints Procedure which you as a student may follow if there is a concern about **any** aspect of your time at the College.

This procedure sets out a pathway which you can follow if you believe you have a complaint. The following areas are covered by this procedure:

- Attendance issues
- Assessment issues
- Behavior issues

The first contact you should make in discussing your complaint is your subject teacher or Home Group Teacher. However, if you do not feel comfortable (depending on the nature of the complaint) to do this, then you should speak to the International Student Program Manager (Heath) or International Student Program Assistant Principal (Craig).

You are required to discuss the matter in an effort to reach conciliation before making a Request for a Formal Review.

The aim of the Complaints and Grievances Procedure is to quickly resolve disputes in a way that maintains positive working relationships.

Appeals

Students have the right of appeal against any decisions made about their assessment, attendance or behavior made by College staff.

Appeals Procedure

This procedure sets out the pathway which students can follow to appeal against a decision in the following cases:

- attendance issues
- assessment issues
- behavior issues

You have the right to appeal against decisions made if:

- you believe that the **outcome** is invalid; or
- you feel that the **process** was invalid, inappropriate or unfair

Before making a formal appeal, you are required to discuss the matter with your subject teacher, Home Group teacher, the Manager of the International Student Program, or the International Student Program Assistant Principal in an effort to reach conciliation.

If you are unhappy, you must lodge an appeal within seven days of attempted conciliation. You can obtain an Complaints and Grievances – Request for Formal Appeal Application Form from your Home Group Teacher, the Manager of the International Student Program, or the International Student Program Assistant Principal.

Upon receiving the formal application for appeal, the Principal and/or the International Student Program Assistant Principal together with the Operations Manager, GETI will convene a panel to either:

- uphold the appeal
- reject the appeal
- recommend further evidence gathering by you

If the matter cannot be resolved internally, you can take the matter to the Manager, Conduct and Investigations, Department of Education (assessment and behavioral issues) or GETI (attendance issues) who will endeavor to resolve the matter or advise you of future options.

If you are still unsatisfied, you may then lodge a complaint with the Ombudsman. This service is free and independent, and the decision will be binding on the Department of Education.

Counseling support is available at all steps of the process from your Home Group teacher, the Manager of the International Student Program, or the International Student Program Assistant Principal or you have the right to involve a support person of your choice.

You also need to be aware that for some complaints of a certain nature all staff, whether at Elizabeth College or GETI have a statutory obligation to report these to external authorities, particularly for students under 18 years of age.