IVANHOE GIRLS' GRAMMAR SCHOOL

OUR GIRLS SPEAK FOR THEMSELVES.

Policy Title	**International Students Complaints & Appeals Policy**				
Policy Owner	Director of Corporate Services				
Effective Date	June 2026				
Approved by	Principal				
Review Date	June 2028				
Internal Only Document				Public Only Document	**X**

1. Purpose

The purpose of Ivanhoe Girls' 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.

The internal complaints and appeals processes are conciliatory and non-legal. This policy should be read in conjunction with the School Conflict Resolution and Grievance procedure. This policy will outline the steps and guidelines required to resolve a complaint, with a specific focus on the unique needs of an international student as a vulnerable cohort, given their CALD status.

2. Scope

This a policy applies to all members of the Ivanhoe Girls' Grammar School community, in support of students and their families where the student is the holder of a 500 Student Visa and where there is a complaint or grievance.

3. Definitions

The School	Ivanhoe Girls' Grammar School
CALD	Culturally and Linguistically Diverse
Grievance	A cause for concern of complaint
Appeal	An application to a higher authority to reverse a previous decision
Working Day	Any day other than a Saturday, Sunday or public holiday during term time.
Student	Student – a student enrolled at Ivanhoe Girls' Grammar School or the parent(s) /legal guardian of a student where that student is under 18 years of age
Support Person	A friend/teacher/relative not involved in the grievances

4. What is a Complaint?

Complaint – Australian Standard AS/NZS ISO 10002:2014 Guidelines for Complaints management in Organisations defines a complaint as an '*expression of dissatisfaction made to or about an organisation, related to its products, services of staff or the handling of a complaint, where a response of resolution is explicitly or implicitly expected or legally required'.*

You do not have to be directly involved in an incident to have a grievance and make a complaint. You may have been an observer or witness to a matter which you believe requires resolution. Complaints may be both informal and formal. In all cases where a complaint involves matters which may be subject to criminal charges, or where the subject of the complaint *must* be reported to the regulatory authority, Ivanhoe Girls' will take all necessary steps to prevent further repeat occurrences of the behaviour in question.

5. Policy Statement

5.1 Ivanhoe Girls' is committed to promoting a fair and just environment by ensuring that all stakeholders have access to processes that allow for complaints, disputes and problems to be addressed and resolved in a manner which respects the position of all parties involved

5.2 No member of the community will be intimidated or unfairly treated if they utilise this policy to resolve an issue. All parties will be treated equally and respectfully

5.3 Ivanhoe Girls' will ensure that complaints are investigated and resolved in a timely manner and in accordance with documented complaint handling processes as documented in the School Conflict Resolution and Grievance procedure

5.4 All formal avenues for handling of complaints are fully documented, and records are managed in accordance with the School's Privacy Policy

5.5 Ivanhoe Girls' is committed to child safety and has a zero tolerance of child abuse. In the context of this policy, the response to a complaint relating to child safety, particularly in relation to Indigenous children, children with disabilities, children from culturally and linguistically diverse backgrounds, international students, students who are LGBTIQ+, and other children who are deemed vulnerable, will be given the highest priority and attention. In all cases, the School will give priority to the student's wellbeing and educational needs in responding to and resolving the complaint

5.6 Ivanhoe Girls' will respond to any complaint or appeal an international makes about their dealings with the School or any related party that the School has an arrangement with to deliver an international student's course or related services. If the internal or external complaint or appeal process for an international student results in a decision or recommendation in favour of the international student, Ivanhoe Girls' will immediately implement the decision/recommendation and/or take the preventative or corrective action required by the decision, and advise the international student of that action

6. Rights

A person making a complaint has the right to:

- An understanding that reasonable care will be taken to ensure the matter is handled confidentially
- An impartial hearing, and fair and equitable treatment
- Engage the person or organisation of their choice to provide assistance and support throughout the process

A respondent has the right to:

- Be informed of the nature of the complaint in the first instance
- Respond to the complaint
- An impartial hearing and fair and equitable treatment
- An understanding that reasonable care will be taken to ensure that the matter is handled confidentially
- Engage a person or organisation of their choice to provide assistance and support throughout the process

7. Process for Resolving Complaints

7.1 Complaints Against Other Students

Grievances brought by a student against another student will be dealt with under the School's Expectations of Student Behaviour (included in the International Students' Handbook).

7.2 Informal Complaints Resolution

- In the first instance, Ivanhoe Girls' Grammar School requests there is an attempt to informally resolve the issue through mediation/informal resolution of the complaint
- Students should contact the International Student Coordinator or Year Level Coordinator in the first instance to attempt mediation/informal resolution of the complaint
- If the matter cannot be resolved through mediation, the matter will be referred to the Principal and Ivanhoe Girls' Grammar School's internal international students' formal complaints and appeals handling procedure will be followed
- Records of the grievance will be stored in an appropriate and secure manner as a Record of Contact (ROC). These are stored electronically on the student file in the School data base
- For detailed information see Whole School Conflict Resolution and Grievance Procedures

7.3 Formal Complaints Handling and Internal Appeal Procedure

Should the internal informal complaint resolution process not be satisfactory in resolving the complaint for the student, they are entitled to access an internal appeals process by lodging a formal internal complaint.

- The process of this grievance procedure is confidential and any complaintor appeals are a matter between the parties concerned and those directly involved in the complaints handling process
- The student must notify the School in writing of the nature and details of the complaint or appeal. Records of the complaintor appeal and the process outcome will be recorded by Ivanhoe Girls' Grammar School
- Written formal complaints or appeals are to be lodged with the Principal

- When the internal complaints and appeals process is underway 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 days from the date of notification in which to lodge a written appeal
- Internal complaints and appeals processes are available to students at no cost.
- Each complainant has the opportunity to present her case to the Principal
- Students may be accompanied and assisted by a support person at all relevant meetings. A lawyer or agent is not able to assist in the role of support person
- The formal grievance process will commence within 10 working days of the lodgement of the complaint or appeal with the Principal
- 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
- If the grievance procedure finds in favour of the student, Ivanhoe Girls' Grammar School will immediately implement the decision and any corrective and preventative action required
- Ivanhoe Girls' Grammar School undertakes to finalise all grievance procedures within 20 working days.
- For the duration of the appeals process, the student is required to maintain enrolment and attendance at all classes as normal unless directed otherwise by the Principal

7.5 Internal Complaints and Appeals Procedure

In the resolution of complaints within the School the following staff members may be consulted:

- Tutor - pastoral care, academic matters, attendance
- Year Level Coordinator - pastoral care, academic progress, welfare matters and integration issues
- International Student Coordinator - pastoral care, academic progress, orientation, attendance, welfare matters including welfare support and homestay, travel
- Heads of Curriculum or School Counsellors or Careers Coordinator - subject choice, tertiary issues, career matters, attendance and course progress
- Director of Admissions - visa issues, attendance, course progress, welfare matters including welfare support Fand homestay, travel
- Director of Corporate Services or Finance Manager - financial matters such as fees

8. External Appeals Process

- If the internal complaints and appeals procedure does not find in favour of the student or the student is dissatisfied with the result, she will be informed of the external complaints and appeals process available to her at no cost
- If the student wishes to lodge an external appeal or complain about this decision, she can contact the Overseas Students Ombudsman. The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider. See the Overseas Students Ombudsman website www.ombudsman.gov.au or phone 1300 362 072 for more information
- Once a mediator has recommended a course of action, both parties would be expected to abide by the recommendation and cease further dispute