



Toorak College International Student Grievances Policy

Purpose

The purpose of this policy is to outline the options available to international students should they have a grievance.

Scope

Applies to all International students and staff working with them

Policy Statement

All children who attend Toorak College have the right to feel and be safe. The welfare of the children in our care is consistently our first priority and Toorak College has a zero tolerance to child abuse.

We value diversity and do not tolerate any discriminatory practices. To achieve this, we promote the safety, participation and empowerment of all students.

Cultural identity and safety is essential for a student's wellbeing. The beliefs of all students from all backgrounds will be valued and respected.

This policy should be read in conjunction with the Student Grievances Policy which applies to all students, including International Students. Additional arrangements in the International Student Grievances policy ensure compliance with the Education Services for Overseas Students (ESOS) Act, National Code Part B, Standard 10, specifically:

- International students will be made aware of the Student Grievances Policy as part of the induction process for new students to Toorak College and the boarding house, Joan Ansett Hall.
- If the complaint is not resolved informally, students may present their case in writing and can be assisted and accompanied by a support person
- The process will be conducted in a timely matter to take into account the students visa and enrolment in future subjects and courses
- A written statement of the outcome, including details and reasons will be made
- If necessary, an independent person will hear the complaint if the student remains dissatisfied to ensure the school's correct policies and procedures for dealing with student grievances have been followed
- There will be no cost to students in this process of working through the grievance.

If the decision is made to suspend or cancel a student's enrolment, the change to the student's enrolment will be recorded through PRISMS. Once the Department of Education has been notified of a deferment, suspension or cancellation of a student's enrolment, the student has 28 days in which to: leave Australia, show the Department of Home Affairs(DHA) a new Confirmation of Enrolment (CoE), or provide DHA with evidence that the student has accessed an external appeals process.

In accordance with the Student Version: Child Safety Reporting process, student are able to report concerns to a staff member which may include:

- Disclosure of abuse or harm
- allegation, suspicion or observation
- breach of the Code of Conduct/Child Safe Policy
- environmental safety issues

Appropriate support will be provided to the student, the parent and the staff or student who reports the concern.

The Toorak College leader will:

- initiate internal processes to ensure the safety of the child, clarify the nature of the complaint and commence disciplinary processes (if required)
- decide, in accordance with legal requirements and duty of care, whether the matter should/must be reported to the police or Child Protection and make a report as soon as possible if required
- An investigation will be conducted with a suitable outcome to be decided

If a student feels that the problem has not been satisfactorily resolved, or the matter is very serious, the student can ask to meet with the Director of International Education, Head of Senior School or the Head of Junior School.

If the student continues to feel their grievance has not been resolved, the student can notify the Principal of their concern.

Related Documents

National ESOS Act 2000

Student Grievances Policy

Safe Schools and Bullying Prevention Policy

Behaviour and Discipline Policy

Suspension and Expulsion Policy

Counselling Policy

Wellbeing Policy

Academic Handbook

Responsible Use Agreement for School Network, Internet and Digital Technologies

Document Review

This document was reviewed in February 2018

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