

# Complaints and Appeals Procedure

A copy of this Procedure 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 issued and again within 7 days of the commencement of student attendance of the enrolled course.

1. Purpose
  - a) The purpose of The Hutchins School's Complaints and Appeals Procedure 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 Grievance Policy.
3. Informal Complaints Resolution
  - a) In the first instance, The Hutchins School requests there is an attempt to informally resolve the issue through mediation/informal resolution of the complaint.
  - b) Students should follow the Grievance Process Flowchart (attached) and which is provided to all students and is displayed on notice boards throughout the school to note who they should next contact 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 Assistant Head of Junior School / Year Head of Middle School / Senior School House Head (as per the flowchart) and The Hutchins School's internal formal complaints and appeals handling procedure will be followed.
  - d) If the matter cannot be resolved through mediation, the matter will be referred to the next level, the relevant Head of School.
  - e) Should the matter still remain unresolved the matter may be escalated to Deputy Headmaster.
  - f) An appeal to the Headmaster is the last step before an independent nominee may be engaged to review the matter i.e. Overseas Student Ombudsman (see flowchart).
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 Deputy Headmaster.
- 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 Headmaster.
- 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 Headmaster.
- i) Once the Headmaster 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, The Hutchins School will immediately implement the decision and any corrective and preventative action required, and advise the student of the outcome.
- k) The Hutchins School undertakes to finalise all grievance procedures within 10 working days.
- 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. It is recommended the student accesses the external appeals process within two weeks.
- b) If the student wishes to complain or to lodge an external appeal about a decision made or action taken by The Hutchins School, 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: [www.oso.gov.au](http://www.oso.gov.au) or phone 1300 362 072 for more information.
- c) If a student is concerned about the actions of the school they may approach the chief executive of the Department of Education, Training and Employment, who, under part 2, division 2 of the Education (Overseas Students) Act 1996, may suspend or cancel the registration of a provider or a course if a breach of the requirements of registration provision is proved. Concerns or complaints about the conduct of a registered provider should be addressed in writing to:

Executive Support Officer to the CEO Authority  
 Tasmanian Qualifications Authority  
 Level 6, 39 Murray Street, Hobart  
 Phone: +61 6165 6000

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 The Hutchins School 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.

## International Students RECOMMENDED PROCESS FOR RESOLVING GRIEVANCES



The Hutchins School is committed to providing an effective mechanism for dispute resolution for international students and their families.

*Note: A student or a parent may request on behalf of their son, at any stage of this process an independent person be in attendance at meetings or to discuss matters on their or their son's behalf.*

