



THE HUTCHINS SCHOOL

# Complaints and Appeals Procedure

## INTERNATIONAL STUDENTS

<b>Relevant Legislation</b>	Anti-Discrimination Act 1998 Australian Human Rights Commission Act 1986 Commonwealth Fair Work Act 2009 Disability Discrimination Act 1992 (Commonwealth)	Education and Care Services National Law Act 2011 Education and Care Services National Regulations Equal Opportunity Act 2010 Privacy Act 1998 (Commonwealth of Australia)
<b>Commencement Date</b>	February 2020	
<b>Last Review Date</b>	February 2020	

### 1. Purpose

The purpose of this procedure is to outline the process by which complaints and appeals will be handled at The Hutchins School.

### 2. Scope

This procedure applies to International Students attending The Hutchins School, and may be used either in relation to grievances raised by groups or by individuals in relation to:

- bullying;
- discrimination;
- harassment;
- unfair treatment; or
- victimisation.

Circumstances do exist in which this procedure does *not* apply, including:

- in relation to issues which are outside of the responsibility or scope of The Hutchins School in its role as an employer;
- in respect to staff recruitment, appointment, conversion, reclassification, probation, promotion and conditions of employment for staff;
- in relation to issues regarding Work Health and Safety (these should be referred to the Safety Co-ordinator);

- circumstances where the employment of the complainant has ended, and the grievance policy had not been engaged prior to that point;
- in relation to complaints of discrimination from applicants for positions or ex-employees; or
- where an existing review, appeal or complaint procedure is already in process.

### 3. Definitions

Definitions for this procedure are defined in the [Complaints and Grievances Policy](#). Please refer to that document for further information.

### 4. Responsibilities

<b>Chief Operating Officer (COO)</b>	Primary reception point of complaints and grievances systems; determines responsibility for dealing with complaints among relevant parties.
<b>Deputy Headmaster</b>	Manages grievances and complaints that have escalated beyond Heads of School.
<b>Headmaster</b>	Ultimately responsible for dealing with grievances and complaints made in respect to most school matters; delegates responsibility to Heads of School.
<b>Heads of School</b>	Deals practically with most grievances and complaints that escalate to a formal process; may oversee or advise on grievances and complaints at a less formal level upon request or where deemed helpful.
<b>Hutchins School staff</b>	May receive grievances and/or complaints via informal channels; responsible for redirecting families to the formal process where informal processes fail. Should seek help or advice from their Head of School where required, or where escalation to a formal process seems likely.
<b>Policy and Compliance Manager</b>	Responsible for the development and maintenance of this policy and its associated procedure. Ensures that the systems that facilitate complaints and grievances reporting function in a way that supports all parties referred to within this document.
<b>The Hutchins School community</b>	For the purpose of this policy, 'The Hutchins School community' refers to parents, carers, alumni, associations (including, but not limited to, the Hutchins School Old Boys' Association and the Parents' Association), governing bodies (such as The Hutchins School Board and The Hutchins Foundation), volunteers, contractors and sub-contractors of the School.

## 5. Supporting/Related Documents

[Anti-Bullying Policy – Staff](#)

[Practice and Behaviour Guidelines](#)

[Anti-Bullying Policy - Students](#)

[Privacy Policy](#)

[Anti-Discrimination Policy](#)

[Records Management Policy](#)

[Commitment to Kindness](#)

[The Hutchins School Code of Conduct](#)

[Complaints and Grievances Policy](#)

## 6. Attachments

Grievance Procedures for International Students are enclosed with this document, and are laid out in the following manner:

### Information for Students

- Complaints and Grievance Resolution Procedure for Students

## 7. Record Keeping

This procedure is to be kept for three (3) years until review, unless there is a significant legislative or organisational change requiring earlier review.

The master copy is kept on SharePoint and is read-only in PDF form. All printed copies are uncontrolled.

## 8. Document history

Version Number	Date	Summary of Changes
1.0		Complete re-write of policy; new procedures implemented.

# Information for International Students

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## How to make a complaint

If you have a complaint regarding a situation, service, facilities, policy, procedure or behaviour within the School, please follow the flow chart below.

## What to expect

At each step of the Complaints and Grievances process, it is expected that the managing staff member will adhere to the following process:

1. Listen to the Complaint;
2. Acknowledge the issues raised;
3. Gather as much information as possible;
4. Communicate their decision, providing reasons to you;
5. Implement their outcome actions; and either
6. Close the complaint, or refer to the next step in the process.

**(STEP 1: The Informal Process)** The Hutchins School requests that the first step in this process is an attempt at informal resolution. Please follow the flow chart (attached) to ensure that your complaint or grievance is directed to the appropriate member of staff.

**(STEP 2)** Some complaints may require further support. Where this is the case, your next step is to speak with your class teacher, tutor, mentor, or an appropriate staff member (e.g. a counsellor).

**(STEP 3: The Formal Process)** It is the School's expectation that relatively few complaints or grievances will require management at the next level. Should resolution prove impossible at the informal level, a complaint or grievance should now progress to the formal resolution process. Should you wish to file a formal complaint or grievance, you will need to complete the [Complaints and Grievances Form](#), which is available online, and may be completed either by you, by your parents, or with the support of a staff member. Completion of the form will escalate the matter to your Head of School and trigger the commencement of formal record keeping.

**(STEP 4: Formal Review by the Headmaster)** This is the final step in the Complaints and Grievance Procedure. Any decisions made by the Headmaster are final. The Headmaster will collate all of the available information and make a determination.

## What is expected of you

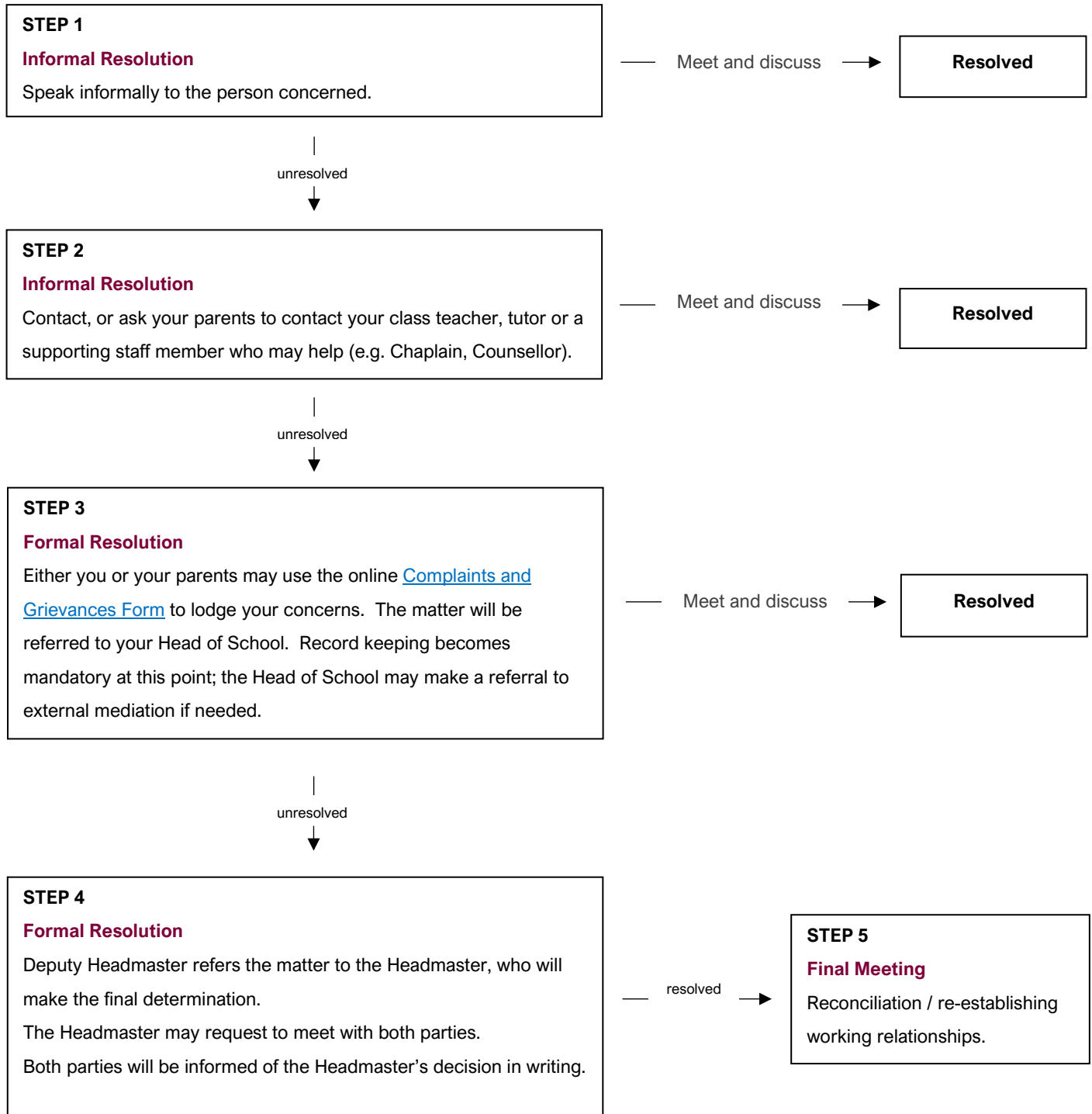
The Hutchins School expects that you will continue to maintain your enrolment and attendance throughout the complaints and appeals process.



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## INTERNATIONAL STUDENTS



## Frequently Asked Questions

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### What do I do if my complaint or grievances is not resolved by these processes?

Should a complaint or grievance not find resolution through the processes detailed within this document, parties may contact the Chairman of the Board to seek final resolution. If matters still remain unresolved, parties have the right to seek arbitration through the courts, an ombudsman, or other legal channels. These processes may entail a financial cost.

For International Students, it is recommended that any further appeals are lodged within two weeks of the completion of the complaints and grievances procedure. Should you wish to lodge an external appeal, you may contact the Overseas Students Ombudsman at no cost. The Overseas Students Ombudsman offers a free and independent service, and may be contacted either via the web site ([www.oso.gov.au](http://www.oso.gov.au)), or by phoning 1300 362 072.

If you are concerned about the actions of the School, you 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*

### What if my complaint or grievance is against the Headmaster?

Complaints and grievances against the Headmaster follow a separate procedure. This procedure is still triggered by the use of the Complaints and Grievances Form; however, all records pertaining to this complaint are sent directly to the Chairman of the Board, and are not accessible to the Headmaster. Simply ensure that you select 'complaint against Headmaster' from the drop-down box, and your complaint will be directed accordingly.