

Complaints and appeals procedure.

In the event that an international student has a complaint or appeal against Tuart College the following procedure is to be followed. Please note that the student may be accompanied and assisted by a support person at any relevant meetings.

Any student with a complaint is welcome to raise the matter with the Manager, Student Services. The College would prefer to resolve the issue to the satisfaction of all concerned, rather than having unhappy students. The College prefers to resolve complaints informally, wherever possible, therefore complaints should be dealt with as soon as possible rather than left, as small problems can grow.

If a complaint cannot be resolved in an informal manner the following steps are to be taken:

Step one:

The complaint or appeal must be lodged, preferably in writing, with the Manager, Student Services. The Manager will deal with any issues within his/her area of responsibility. A written record of the complaint or appeal is to be kept on the student's file. A written statement of the outcome of the complaint or appeal, including reasons for the outcome, will be given to the student who made the complaint or appeal, within ten working days of receiving the complaint/appeal.

Step two:

Issues outside the Manager's responsibilities will be referred as follows:

Curriculum & Teaching

Any issue relating to classroom practice and/or curriculum will be referred to the relevant Head of Department. If the issue is not resolved, it can then be taken to the Deputy Principal, Curriculum.

College Services

Issues relating to the provision of services to students (eg library, cafe, recreation, parking, lockers etc.), will be referred to the Deputy Principal, Development.

Attendance & Administration

This vital area is the responsibility of the Manager of Student Services and includes attendance in class and at examinations, examination arrangements and timetables.

Step three:

Complaints & Appeals Conciliation Panel

Any issue not resolved at the appropriate stage, as above, may be referred to the Complaints & Appeals Conciliation Panel (CACP). The CACP will consist of the Principal, the Vice Principal, a relevant member of the staff, and an independent panelist. (Whose nomination is approved by all parties concerned). This process will be at no cost to the student.

Step four:

The outcome of the complaint or appeal considered by the CACP will be delivered to the student in writing within 10 working days of the panel receiving formal lodgment of the complaint/appeal. The appeal outcome statement received by the student will include details of the reasons for the outcome.

Step five:**The International Conciliation Service**

If an issue is not adequately resolved within the College, students have the right to take the matter to the Conciliator - a government appointee working in the Department of Education Services.

The Conciliator has the power to deal with a wide range of issues and can be contacted at the Department of Education Services, Telephone 9441 1900, or by email at conciliation@des.wa.gov.au . Further information regarding the assistance that can be provided by the Conciliator can be found at <http://www.des.wa.gov.au/internationaleducation/ieconciliation/Pages/default.aspx> .

Complaints arising from the internal complaints process.

In the event that there is a complaint or appeal arising from the internal complaints process at Tuart College, the matter will be referred to an external and independent body, the State Ombudsman's Office. The appellant will be advised of his or her right to access the external appeals process at minimal or no cost.

Maintenance of Enrolment

During the complaints and appeals process the student's enrolment will be maintained.