



John Paul College
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JOHN PAUL COLLEGE LTD

COMPLAINTS AND APPEALS POLICY

The purpose of John Paul College Complaints and Appeals Policy is to provide a student or parent(s)/homestay parents with the opportunity to access procedures to facilitate the resolution of a dispute or complaint. These internal procedures are a conciliatory and non-legal process.

- In the first instance, John Paul College requests there is an attempt to informally resolve the issue. If this is unsatisfactory or does not result in a resolution of the matter, John Paul College's internal formal complaints handling procedure will be followed.
- The process of this grievance procedure is confidential and any complaints are a matter between the parties concerned and those directly involved in the complaints' handling process.
- If the student or parent(s)/homestay parent remains dissatisfied with the outcome, John Paul College will advise of access to an independent external appeals process.
- Grievances brought by a student against another student will be dealt with under the College's Behaviour Management Policy/Code of Conduct.
- For conditions which apply to the handling of a complaint or appeal arising from the College's suspension or cancellation of a student's studies, please see Section 7 of the John Paul College Deferment, Suspension and Cancellation Policy.

1) Students (Internal Process)

- a) Students should contact the Head of School/Campus in the first instance to attempt mediation/informal resolution of the complaint.
- b) If the matter cannot be resolved through mediation, the matter will be referred to the Headmaster/Director.
- c) At this point, the student should notify the College in writing of the nature and details of the complaint.
- d) Each complainant has the opportunity to present his/her case to the Headmaster/Director. Students may be accompanied by a support person.
- e) The formal complaints process will commence within 10 working days of the lodgement of the complaint with the Headmaster/Director.
- f) Once the Headmaster/Director has come to a decision regarding the complaint, the student will be informed in writing of the outcome and the reasons for the outcome.
- g) If the complaints procedure finds in favour of the student, John Paul College will immediately implement the decision and any corrective and preventative action required.
- h) If the complaints procedure does not find in favour of the student or the student is dissatisfied with the result of the complaints procedure, he/she will be informed of the external complaints and appeals process available to them at minimal or no cost.
- i) John Paul College undertakes to finalise all grievance procedures within 20 working days.





2) Parent(s)/Homestay parents.

- a) A support person of any relevant means should contact the Head of School/Campus in the first instance to attempt mediation/informal resolution of the complaint.
- b) If the matter cannot be resolved through mediation, it will be referred to the Headmaster/Director.
- c) At this point, parent(s)/homestay parents must notify the College in writing of the nature and details of the complaint.
- d) Each complainant has the opportunity to present their case to the Headmaster/Director. Parent(s)/Homestay parents may be accompanied by a support person.
- e) John Paul College's internal formal complaints process will commence within 10 working days of the lodgement of the complaint with the Head of Campus.
- f) Once the Headmaster/Director has come to a decision regarding the complaint, the parent(s)/homestay parent will be informed in writing of the outcome and the reasons for the outcome.
- g) If the complaints procedure finds in favour of the parent(s)/homestay parents John Paul College will immediately implement the decision and any corrective and preventative action required.
- h) If the complaints procedure does not find in favour of the parent(s)/homestay parent or the parent(s)/homestay parent is dissatisfied with the result of the complaints procedure, John Paul College will advise of the external complaints and appeals process available to them at minimal or no cost.
- i) John Paul College undertakes to finalise all grievance procedure with 20 working days

3) Definitions

- a) Working Day – any day other than a Saturday, Sunday or public holiday during term time.
- b) Student – a student enrolled at John Paul College.
- c) Support person – a friend/teacher/agent/relative not involved in the grievance.

External Appeals

- (a) For the duration of the appeals process, the student is required to maintain enrolment and attendance at all classes as normal.
- (b) Independent mediation is available through the Dispute Resolution Branch of Justice and Attorney-General (see below).

External Appeals Bodies

- Institute of Arbitrators and Mediators of Australia (IAMA) at <http://www.iama.org.au/>
- National Alternative Dispute Resolution Advisory Service at <http://www.nadrac.gov.au/>
- QLD Dispute Resolution Branch at <http://www.justice.qld.gov.au/justice-services/dispute-resolution/dispute-resolution-centres>. The Brisbane Centre contact details: Level 1, Brisbane Magistrates Court, 363 George Street, Brisbane Qld 4000. Tel: +61 7 3239 6269 Fax: +61 7 3239 6284. Students outside Brisbane may use the Toll Free No: 1800 017 288.

