



John Paul College Complaints and Appeals Policy

1. Complaints and Appeals Process

The purpose of John Paul College Complaints and Appeals Policy is to provide a student or parent(s) 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 through mediation/informal resolution of the complaint. 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) 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, the [Guidelines for Mutual Respect](#).
- 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](#).
- For the duration of the appeals process, the school will maintain the student's enrolment and attendance at all classes as normal.

2. Students (Internal Complaints and Appeals 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 Principal/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 Principal/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 Principal/Director, and finalise the outcome as soon as practicable.
- f) For the duration of the internal complaints and appeals process the student's enrolment will be maintained, as required under the *National Code of Practice for Providers of Education and Training to Overseas Students 2018* and the student must continue to attend classes.
- g) However, if the Principal/Director deems that the student's health or well-being, or the well-being of others is at risk he/she may decide to suspend or cancel the student's enrolment before the complaints and appeals process has been accessed or fully completed. In such cases, the student may still lodge a complaint or appeal, even if the student is offshore.
- h) Once the Principal/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 within 10 days of the completion of the internal review.



- i) 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.
- j) 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.
- k) John Paul College undertakes to finalise all grievance procedures within 20 working days.

3. Parent(s)

- 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 Principal/Director.
- c) At this point, parent(s) 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 Principal/Director. Parent(s) 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 Principal/Director has come to a decision regarding the complaint, the parent(s) 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) 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) or the parent(s) 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 procedures within 20 working days.

4. External Complaints and Appeals Processes

- (a) If a student wishes to complain or lodge an external appeal about a decision made or action taken by John Paul College, he/she may contact the Overseas Student Ombudsman at no cost. The Overseas Student Ombudsman offers a free and independent service for overseas students. Please see: <http://www.ombudsman.gov.au/about/overseas-students>, or phone 1300 362 072 for more information.

5. Other Legal Redress

Nothing in the College's Complaints and Appeals Policy negates the right of an overseas student to pursue other legal remedies.

6. 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 / John Paul International College, or the parent(s)/legal guardian of a student where that student is under 18 years of age.
- c) Support person – a friend/teacher/agent/relative not involved in the grievance.

