



## Complaints and Appeals Policy

### Purpose

- a. The purpose of Shore's Complaints and Appeals Policy is to provide a student with the opportunity to access procedures to facilitate the resolution of the dispute or complaint.
- b. The internal complaints and appeals processes are conciliatory and non-legal.

### Complaints against other students

- a. Grievances brought by a student against another student will be dealt with under the school's School Rules Policy Statement.

### Informal Complaints Resolution

- a. In the first instance Shore requests there is an attempt to informally resolve the issue through mediation/informal resolution of the complaint.
- b. Students should contact their classroom teacher, sporting coach, tutor, School Nursing Sister, Counsellor, Chaplain, Assistant Housemaster, Boarding Housemaster, 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. For boarding issues matters will be referred to the Director of Boarding, for academic issues to the relevant Head of Department and/or the Deputy Headmaster, for behavioural issues to the Deputy Headmaster and if necessary matters will be referred to the Headmaster and Shore's internal formal complaints and appeals handling procedure will be followed.

### 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 and parent/guardian 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 Headmaster.
- d. Where the internal complaints and appeals process is being accessed because the student and parent/guardian has received notice by the school that the school intends to report them for unsatisfactory course attendance, unsatisfactory course progress or suspension or cancellation of enrolment, the student and parent/guardian has 20 working days from the date of notification in which to lodge a written appeal.
- e. Internal complaints and appeals processes are available to student and parent/guardian at no cost.
- f. Each complainant has the opportunity to present their case to the Headmaster.
- g. Students and their parent/guardian 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 and parent/guardian will be informed in writing of the outcome and the reasons for the outcome.



- j. If the grievance procedure finds in favour of the student, Shore will immediately implement the decision and any corrective and preventative action required.
- k. Shore undertakes to finalise all grievance procedures within 20 working days.
- l. For the duration of the appeals process, the student is required to maintain enrolment and attendance at all classes as normal.

### External Appeals Process

- a. If the complaints procedure does not find in favour of the student or the student and parent/guardian is dissatisfied with the result of the complaints procedure, they will be informed of the external complaints and appeals process available to them at minimal or no cost.
- b. Students and their parent/guardian who wish to take the matter further can contact the Overseas Student Ombudsman. For further information see:  
<http://www.ombudsman.gov.au/about/overseas-students>