

# GRIEVANCE PROCEDURES FOR INTERNATIONAL STUDENTS

## STEP ONE:

ALL grievances/complaints must initially be referred to the Director, Uni-Direct (the nominated “disputes officer”). The Director will deal with any issues within his/her area of responsibility.

## STEP TWO:

Issues outside the Director’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, refectory, recreation, parking, lockers etc.) will be referred to the Deputy Principal, Services.

### Attendance & Administrative

This vital area is the responsibility of the Deputy Principal, Curriculum and includes attendance in class and at examination, examination arrangements and timetables.

## STEP THREE: Grievance Conciliation Panel

Any issue not resolved at the appropriate stage, as above, may be referred to the Grievance Conciliation Panel. The GCP 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).

A student may request to be represented by a person of their choosing excluding a lawyer or agent.

## STEP FOUR: The Conciliator / Ombudsman

If a student’s complaint against the College is not resolved by the College’s internal process and the student remains dissatisfied the complaint shall be submitted to mediation in accordance with, and subject to the nominated external mediator: State Ombudsman.

[http://www.ombudsman.wa.gov.au/Complaints/Overseas\\_Student\\_Complaints.htm](http://www.ombudsman.wa.gov.au/Complaints/Overseas_Student_Complaints.htm)

Students are welcome to seek advice from Conciliator at Department of Education Services.

## IMPORTANT NOTES

1. Any student(s) with a complaint/grievance is welcome to raise the matter with the Director. The College would prefer to resolve the issue to the satisfaction of all concerned, rather than having unhappy students. The College prefers to resolve grievances internally, wherever possible. (Complaints should be dealt with as soon as possible rather than ignored; otherwise, small problems can grow).
2. This agreement does not remove the student’s right to seek action under Australia’s consumer protection laws and other relevant statutes.