



# Christ Church Grammar School

PERTH, WESTERN AUSTRALIA

## Complaints and appeals procedure

Christ Church Grammar School has a complaints and appeals process to help students resolve their issues. These processes are independent of your son's enrolment (making a complaint will not affect the enrolment) and will be available at little, or no cost to you.

It is always the intention of the School to work constructively and cooperatively with students, parents and legal guardians, and we expect that regular communication through the School's well-established pastoral and academic care systems will allow the majority of issues to be resolved. However, if an issue is unable to be resolved through the normal course of communication, and the student enrolment is to be suspended, they may access the School's [Complaints and Appeals process](#) as follows.

### Internal process

The student will be allowed 20 working days to access the School's internal Complaints and Appeals process. A complaint should be submitted in writing to the Principal, of which the following will then apply:

1. Assessment will begin within 10 working days, and a meeting with the Principal will be arranged. The Principal may ask other staff to attend the meeting (such as Deputy Head of School, Head of Boarding, Boarding Year Coordinator, Tutor, Year Group Coordinator or Christ Church Psychologist).
2. The student may be accompanied by a parent/guardian, or a support person.
3. Following the meeting, a written statement will be provided outlining the outcome of the meeting and any decisions made, along with the reasons for the decision(s).

If the complaint relates to the Principal, the student and his family may send a written complaint to the Deputy Head of School or the Director of Finance. Please contact the Admissions Office for guidance.

### Student enrolment during the Complaints and Appeals process

The School will uphold Standards 9 and 10 of the National Code during the Complaints and Appeals process.

- During the internal process, the School will maintain the student enrolment.
- Dependent on the nature of the suspension, the Principal will decide whether the student is allowed to attend classes and/or remain in the boarding house. In the event that the overseas student is required to be removed from the boarding house, the local carer will be asked to accommodate the student. Under these circumstances it is preferable, and an expectation, that a parent or guardian fly to Perth as soon as possible in order to discuss and resolve the situation.

The School will await the outcome of the appeals process before notifying the Department of Education through PRISMS of the change to the student enrolment. The student will only be reported through PRISMS after:

- The internal process has been completed and the breach has been upheld;
- The student has chosen not to access the internal complaints and appeals process within the 20-working day period;
- The student withdraws from Christ Church Grammar School (in writing).

Following the internal complaints process, if the student (and family) is not satisfied with the outcome or the recommendations made, the School will advise the student (and parents) within 10 days, that they may appeal the decision through the Overseas Student Ombudsman – an impartial, external body.

### **Overseas Student Ombudsman**

In the unlikely event that an issue is unable to be resolved through either the School's internal Complaints and Appeals process, the student may appeal through the [Overseas Students Ombudsman](#). Family or friends of the student may also contact the Ombudsman. The Overseas Student Ombudsman is independent and impartial. You may make a complaint in your own language, and the Ombudsman will cover the costs for an interpreter if required.

### **External appeal in favour of the overseas student**

If the external appeal is against the School's decision to report the student for poor attendance, progress, serious breach of school code of conduct, or failure to pay fees, Christ Church will immediately implement the decision or recommendation and/or take the preventive or corrective action required by the decision, and advise the student of that action (in writing).

### **Student welfare arrangements in the event of a cancellation or suspension of enrolment**

If a student is suspended, or their enrolment is cancelled, Christ Church will continue to approve the welfare arrangements for that student until any of the following applies:

- The student has alternative welfare arrangements approved by another registered provider;
- Care of the student by a parent or nominated relative is approved by Immigration;
- The student leaves Australia; or
- Christ Church Grammar School has notified Immigration under Standard 5.3.6 that it is no longer able to approve the student's welfare arrangements, or under Standard 5.5 that it has taken the required action after not being able to contact the student.

### **Student record of complaint or appeal**

A written record of the complaint or appeal, including a statement of the outcome and reasons for outcome will be provided by the Principal (or his representative) to the student's parents. The record will be maintained on the student's file in perpetuity.