



# Aidanfield

## Christian School

### Board of Trustees

International Students

### Student Grievance and Complaints Policy

Outcome 21, Process 83

As with domestic students, International Students at Aidanfield Christian School will have opportunity to air complaints and grievances in a way which supports them to be honest and feel heard.

#### **Purpose:**

This policy makes clear factors that will be considered to ensure a proper and fair process is in place to resolve grievances by students or their families.

To ensure transparent, accessible and effective processes are in place to resolve any complaints learners may have.

This policy should be read in conjunction with The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021.

#### **Rationale:**

To comply with Outcomes 1, 2, 5, 6, 7, 8 of the Code, maintain positive relationships with our students, provide excellent pastoral care and work towards resolving minor issues before they become too big so that most student grievances can be settled before a complaint is laid.

In order to ensure that grievances are dealt with fairly and effectively, we have clear and robust processes in place.

#### **Grievance means:**

An approach to the school by or on behalf of a student that expresses dissatisfaction or unhappiness with some element of the student's enrolment at the school. Grievances may relate to pastoral care, accommodation, the education programme or any other element of the student's enrolment. Grievances can be made formally or informally and are dealt with through the school's internal grievance procedures.

#### **Complaint means:**

A formal approach to the Code Administrator where a student is unable to access a school's internal grievance process or is dissatisfied with the outcome of that process.

#### **Managing Grievances:**

The school will ensure that its procedures for dealing with grievances will include the following:

1. A clearly communicated internal process for international students, their parents, or other parties to raise a grievance and have it resolved
2. Clearly defined internal procedures which the school follows to resolve grievances from international students, their parents, or other parties
3. An undertaking to deal with all grievances in a fair and reasonable manner with the intent of resolving concerns effectively and within a reasonable timeframe



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4. A clearly communicated complaints process for students, parents, or other parties to follow in the event a student is not satisfied with the outcome from a grievance
5. An undertaking that the school will comply with all aspects of the Code and Disputes Resolution Scheme rules.
6. Ensure both you and your international school learner have appropriate advocacy and support.

## Review:

The school will review procedures relating to this policy as part of the annual self-review. The school will collect and record appropriate evidence of the review.

## Reporting:

The staff member in charge of the international student programme will report directly to the Principal on the operation of the Grievance Policy.

Board Chair Sign: \_\_\_\_\_

Adopted On: \_\_\_\_\_

March 2024

Date of Review: \_\_\_\_\_

March 2025