



**MERCEDES
COLLEGE**

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**Compassion
Loyalty
Justice
Integrity
Responsibility
Mutual Respect**

Code of Conduct: Complaints and Appeals

Mercedes College has clear Key School Policies on its website that outlines the school's policies and expectations of students' behaviour on a variety of matters and the consequences should the students not comply with the school's policies or expectations. Please look at the college website: <http://www.mercedes.catholic.edu.au/about-mercedes/key-school-policies/> and in particular note the following policies: Academic Integrity Policy, Drug Education Policy, Personal Responsibility Policy, Safe School Policy and Technology Acceptable Use Policy.

These Policies will also be outlined in the student's Personal Planner book (school diary) when they receive them as part of their text book package.

Concerns

The following steps are the process if a student has any concerns:

Step 1: Speak to the International Co-ordinator. Talk openly about the problem and ask them to help you solve it.

They will: Formally record the problem and document any form of action to be taken.

Step 2: You do not think the International Co-ordinator has solved your problem, Talk to the International Coordinator again. Talk openly about the problem and ask them why your problem has not been solved.

They will: Formally record your enquiry and notify you of the outcome in writing.

Formal Complaint Made By Student

If you and your parents are unhappy and the resolution to your problem is not satisfactory then your parents can write a letter of complaint.

- The Complaint must be
 - In writing
 - Directed to The Principal of Mercedes College
 - The letter must show the details of the complaint
- The Principal will acknowledge receipt of the complaint letter within 7 days.
- Consideration of the formal complaint must begin within 10 days.
- The Principal will ask you to attend an interview to discuss your letter. You may be accompanied and assisted by an adult support person and an interpreter for this meeting.
- At the meeting you will be given a copy of the 'Procedures for Resolving Complaints under Standard 10 of the National Code of Practise 2018.
- The Principal will ask you to attend second interview where he will tell you the outcome of your complaint. A letter will be sent to you, parents and agents by email telling you of his decision.
- If you and your family do not agree with the Principals decision then you have 20 working days to write an appeal letter to the Principal.
- Your case will be reviewed by a student appeals officer who will look at all the recorded evidence the International Coordinator's have collated and in consultation with the Department of Home Affairs will decide if your appeal is justified.
- You can arrange to speak with the student appeals officer regarding your complaint.



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- The Principal will ask you to attend an interview where he will tell you the outcome of the student appeals investigation.
- A letter will be sent via email to you, your parents and agents telling of the outcome of your appeal including advice about the Independent External Arbitrator.
- If you and your family do not agree with the outcome of your appeal you can contact the Independent External Arbitrator who will review your case to make sure that Mercedes College followed the correct procedures.
- Your enrolment will be maintained while the internal complaint or appeal is considered.
- The Principal will notify you the outcome of the Independent External Arbitrators decision as soon as possible after it has been received.

Mercedes College needs to notify you that we intend to report you to the Department of Home Affairs

- At an interview with the Principal of Mercedes College you will be told that Mercedes College is giving you notice of our intention to report you to the Department of Home Affairs (Immigration) for non compliance of your student visa. You may be accompanied by an adult support person and a translator for this meeting.
- A formal notice of Mercedes College's intention to report non compliance of a visa will be sent via email to you, your parents and agents.
- On receipt of this formal notice your parents will have 20 working days to write an appeal letter to the Principal providing evidence that you have compassionate and compelling reasons for non compliance of your student visa – www.homeaffairs.gov.au
- The Principal will write acknowledging receipt of the appeal within 7 days of receiving it
- Consideration of the formal complaint must begin within 10 days.
- Your case will be reviewed by the Principal who will look at all the recorded evidence the International Coordinators have collated and in consultation with the Department of Home Affairs will decide if your appeal is justified.
- You will have a further interview with the Principal. You may be accompanied and assisted by an adult support person and translator for this meeting.
- The Principal will tell you his decision. A letter will be sent via email to you and your parents telling you of the decision.
- If you and your family do not agree with the Principal's decision, then you will be given information about an Independent External Arbitrator within 10 days who will hear your case and make sure that Mercedes College followed the correct procedures. Mercedes College will give you contact details of the Office of the Commonwealth Ombudsman.
- Mercedes College will support your appeal being heard by the Independent External Arbitrator once after which a decision will be made regarding your enrolment.
- Your enrolment will be maintained during the informal and external complaint and appeal process
- A full copy of the Catholic Education Procedures for resolving complaints under Standard 10 of the National Code is available on request
- You can contact the *Education Services for Overseas Students* helpline at any time through the above process 1300 615 262.

Last updated 26/2/19