



## SV500-22 EXTERNAL APPEALS POLICY

### 1. RATIONALE

*SV500-22 External Appeals Policy* addresses Bunbury Cathedral Grammar School's ('the School') obligation to inform an SV500 student about their rights to access an external appeals process, if not satisfied with the outcome of Bunbury Cathedral Grammar School *POL-253: Complaints Policy [Students & Parents]* and *SV500-19 Complaints and Internal Appeals Policy*, and to facilitate the student's ability to access an external appeals process.

### 2. SCOPE

This policy includes the following

- 2.1. SV500 students and parents
- 2.2. Board of Governors
- 2.3. Head of School
- 2.4. Deputy Head of School
- 2.5. Chief Financial Officer
- 2.6. Head of Secondary
- 2.7. Head of Primary
- 2.8. Head of Boarding
- 2.9. School Psychologist
- 2.10. Deputy Head of Secondary (Wellbeing)
- 2.11. Director of Studeis
- 2.12. Marketing and Community Relations Manager
- 2.13. All staff as required

### 3. POLICY

#### 3.1. *Monitoring Satisfactory Achievement and Course Progress*

*SV500-22 External Appeals Policy* is available to SV500 students and their parents who are dissatisfied with the conduct or results of the School *POL-253: Complaints Policy [Students & Parents]* or *SV500-19 Complaints and Appeal Policy*.

3.1.1 It is the School's aim and preference that any grievance be resolved through direct communication with relevant staff (Subject teachers, Heads of Learning Areas, Heads/Associate Heads of House). All staff are required to note any issues or concerns in the School's Learning Management System (SEQTA), which will allow the School to review concerns and identify if there are any systemic issues or patterns of behaviour and take appropriate remedial action where necessary.

#### 3.2. *Notification of SV500-22 External Appeals Policy*

SV500 students will be advised of *SV500-22 External Appeals Policy* and their right to redress any grievances through an external body, should the complaint/internal appeal process uphold the School's decision, and the outcome does not favour the student. This information will be provided as follows:

- 3.2.1. the Policy, its purpose and process will be explained to students/parents in detail prior to enrolment, as part of the formal offer process and as part of the *International Student Orientation Program*
- 3.2.2. The policy will be published in the *International Student Handbook*, which is updated annually.
- 3.2.3. The policy will accompany the formal letter of offer and the Acceptance/Offer contract



- 3.2.4. The policy will be available to students and parents on the Bunbury Cathedral Grammar School website

### 3.3 Provision of Policy

- 3.3.1 SV500-22 External Appeals Policy provides SV500 students and parents with the option to seek to redress any dissatisfaction with the complaints/internal appeal process through an external body, at minimal or no cost.
- 3.3.2 Students are to be advised that in most cases, the purpose of the external appeals process is to consider whether the School has followed its policies and procedures, rather than to make a decision in place of the School.

### 3.4 Notification Timeframes

- 3.4.1 If unsuccessful with the complaint/internal appeal process, the School is obliged to advise the student within 10 days of its determination of the outcome of the Complaint/Appeal, of their right to access an external appeals process and to inform the student of how they can access the external appeals process.
- 3.4.2 The student has 20 days to lodge an appeal and to advise the School in writing of their decision to lodge an external appeal, or not.

### 3.5 External Appeals Process Options

- 3.5.1 The School, at the discretion of Head of School and/or the Board of Governors may facilitate a process enabling the student to meet with an independent External Grievance Consultant
- 3.5.2 A student may lodge an external appeal about a decision or action taken by Bunbury Cathedral Grammar School through the Overseas Students' Ombudsman, which is a free and independent service for SV500 Students.

#### Contact details

Email: [ombudsman@ombudsman.gov.au](mailto:ombudsman@ombudsman.gov.au)

Telephone: (within Australia) 1300 362 072

Telephone: (outside Australia) +61 2 6276 0111

Website: [www.oso.gov.au](http://www.oso.gov.au)

- 3.5.3 Role of Director General of the Department of Education (Western Australia): *'The Director General of the Department of Education is responsible for ensuring that the school observes the registration standards, including the standard about its complaints handling system. Any student, parent or community member is entitled to contact the Director General with concerns about how the school has dealt with a complaint. Information is available on the Department of Education website (<https://www.education.wa.edu.au/>). While the Director General may consider whether the school has breached the registration standards, they do not have power to intervene in a complaint or override the school's decision.'*

### 3.6 Other Legal Redress

- 3.6.1 All SV500 students are protected by Australian Consumer Law
- 3.6.2 All students have the right to pursue other legal remedies, at their own cost.

### 3.7 Interpreter and Translation Services

- 3.7.1 The School will advise the student of available Interpreter and Translation Services, if required.

## 4 DEFINITIONS

See SV500-4 CRICOS Registration Policy



### 5 LEGAL AND OTHER REQUIREMENTS

See SV500-4 CRICOS Registration Policy

### 6 ASSOCIATED POLICES, PROCEDURES, GUIDELINES AND FORMS

- ❖ *POL-253: Complaints Policy [Students & Parents]*
- ❖ SV500-19 Complaints and Internal Appeals Policy
- ❖ SV500-18 Attendance Policy
- ❖ POL-060 Critical and Emergency Incident Management and Response Plan
- ❖ SV500-11 Homestay Policy
- ❖ SV500-10 Accommodation Policy
- ❖ International Student Handbook
- ❖ International Student Orientation Program
- ❖ SV500-13 Support Services Policy
- ❖ SV500-5 Course Delivery and Duration Policy
- ❖ SV500-20 Course Progress Policy
- ❖ SV500-23 Visa Requirements Policy

Version Control				
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