

DRAFT SV500 EXTERNAL APPEALS POLICY

1. PURPOSE

The *SV500 External Appeals Policy* addresses The Friends' School's obligation to inform an SV500 student about their rights to access an external appeals process, if not satisfied with the outcome of the School's *Complaints and Internal Appeals Process*, 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. Principal
- 2.4. Deputy Principal
- 2.5. Heads of School (Morris, High School, Clemes)
- 2.6. Director of Residence
- 2.7. K-12 International Student Coordinator
- 2.8. School Psychologists
- 2.9. Dean of Students (Clemes)
- 2.10. International Student Coordinator (High School)
- 2.11. Deputy Heads of School (Morris)
- 2.12. Enrolments Manager
- 2.13. All staff as required

3. POLICY

The *SV500 External Appeals Policy* is available to SV500 students and their parents who are dissatisfied with the conduct or results of the School's *SV500 Complaints and Internal Appeals Process*.

- 3.1. It is the School's aim and preference that any grievances be resolved by less formal pastoral care services provided within the School, including mediation.
- 3.2. All SV500 students will be advised of the *SV500 External Appeals Policy* and process and their right to redress any grievances through an external body, should they be dissatisfied with the conduct and outcome of the *Complaints and Internal Appeals Process*. 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 formal letters of Offer and the acceptance contract
 - 3.2.4. The policy will be available to students and parents on the School website and a link will be provided from SEQTA Engage
- 3.3. The *SV500 External Appeals Policy* provides SV500 students and parents with the option to seek to redress any dissatisfaction with the *Complaints and Internal Appeals Process* through an external body, at minimal or no cost.
- 3.4. 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 make a decision in place of the School.

- 3.5. If unsuccessful with the *Complaints and Internal Appeals Process*, the School is obliged to advise the student within 10 days of its determination of the outcome of the Appeal, of their right to access an External Appeals process and to inform the student of how they can access the external appeals process.
- 3.6. 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.
- 3.7. The External Appeals Process includes the following options:
 - 3.7.1. The School, at the discretion of the Principal and Board of Governors, may facilitate a process enabling the student to meet with an independent External Grievance Consultant. This service will be provided to the School by Newport and Wildman (telephone 1800 650 204)
 - 3.7.2. A student may lodge an external appeal about a decision or action taken by The Friends' School through the Overseas Students' Ombudsman, which is a free and independent service for SV500 Students.

Contact details

Email: ombudsman@ombudsman.gov.au

Telephone: (within Australia) 1300 362 072

Telephone: (outside Australia) +61 2 6276 0111

Website: www.oso.gov.au

- 3.7.3. If a student is concerned about the actions of the School, they may lodge a written complaint with:

Executive Support Officer to the CEO

Authority Office of Tasmanian Assessment Standards and Certification

Level 6, 39 Murray Street,

HOBART

TASMANIA

3.8. Other legal redress

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

3.9. Interpreter and Translator services

- 3.9.1 The School will advise the student of available Translator or Interpreter Services, if required.
- 3.9.2 If a translator/interpreter service is required call the:
Translating and Interpreting Service
Telephone: 131 450 (in Australia)
Telephone: +61 3 9203 4027

4. DEFINITIONS

- 4.1. See definitions documents

5. LEGAL AND OTHER REQUIREMENTS

- 5.1. ESOS Act 2000
- 5.2. National Code 2018
- 5.3. National Code 2018 Factsheets
- 5.4. Australian Consumer Law
- 5.5. Personal information Protection Act 2004

6. **ASSOCIATED POLICIES, PROCEDURES, GUIDELINES AND FORMS**

- ❖ **SV500 Procedures: External Appeals**
- ❖ **SV500 Complaints and Internal Appeals Policy**
- ❖ Attendance Policy
- ❖ Critical Incident Management Policy
- ❖ Grievance Policy
- ❖ Homestay Policy
- ❖ International Student Accommodation Policy
- ❖ International Student Handbook
- ❖ International Student Orientation Program
- ❖ International Student Support Services Policy
- ❖ SV500 Course Delivery and Duration Policy
- ❖ SV500 Course Progress Policy
- ❖ SV500 Visa Requirements Policy