



# Blue Mountain College International Students Grievances and Complaints Policy

## 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.

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

## Rationale:

If we comply with Outcomes 13-22 of the Code, maintain positive relationships with our students, provide excellent pastoral care and work towards resolving minor issues before they become too big, most student grievances can be settled before a complaint is laid.

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

## 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 learners, 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
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.

## 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.

*This policy has been approved by the Board of Trustees*      *Approval Date:* \_\_\_\_\_

*This policy has been reviewed on:*      *Review Date:* \_\_\_\_\_

**Date to be reviewed: 2025**