USC COMPLAINTS AND APPEALS POLICY

A copy of this policy will be provided to the parent (or legal guardian) and student during the enrolment process and prior to a written agreement being signed. During orientation upon arrival at USC students will be given access to this information and shown where it is posted on the college website.

1. Purpose
   a) The purpose of University Senior College’s Complaints and Appeals Policy is to provide students and parent(s)/legal guardian(s) with the opportunity to access procedures to facilitate the resolution of a dispute or complaint.
   b) The internal complaints and appeals processes are conciliatory and non-legal.

2. Complaints against other students
   a) Grievances brought by a student against another student will be dealt with under the school’s Grievance Procedure.

3. Informal Complaints Resolution
   a) In the first instance, University Senior College requests there is an attempt to informally resolve the issue through mediation/informal resolution of the complaint.
   b) Students should contact the Deputy Principal in the first instance to attempt mediation/informal resolution of the complaint.
   c) If the matter cannot be resolved through mediation, the matter will be referred to the Principal or the nominated Grievance Officer to ensure University Senior College’s internal formal complaints and appeals handling procedure will be followed.

4. Formal Complaints Handling Procedure
   a) The student must notify the school in writing of the nature and details of the complaint or appeal.
   b) Written complaints or appeals are to be lodged with the Grievance Officer.
      Diredt to: Dr Nadia Lovett, Grievance Officer
                 Level 2, Rundle Central Building
                 Charles Street
                 Adelaide SA 5000
   c) Where the internal complaints and appeals process is being accessed because the student has received notice by the school that the school intends to report him/her for unsatisfactory course attendance, unsatisfactory course progress or suspension or cancellation of enrolment, the student has 20 working days from the date of receipt of notification in which to lodge a written appeal.
   d) Complaints and appeals processes are available to students at minimal or no cost through an external agency.
e) Each complainant has the opportunity to present his/her case to the Grievance Review Panel.

Grievance Review Panel comprises:
- Grievance Officer
- Chair of USC College Council
- Legal Officer, Association of Independent Schools SA

f) Students and/or the School may be accompanied and assisted by a support person at all relevant meetings.

g) The formal grievance process will commence within 10 working days of the lodgement of the complaint or appeal with the Grievance Officer.

h) Once the Grievance Review Panel has come to a decision regarding the complaint or appeal, the student will be informed in writing of the outcome and the reasons for the outcome, and a copy will be retained on the student's file and a copy sent to parents or legal guardians.

i) If the grievance procedure finds in favour of the student, University Senior College will immediately implement the decision and any corrective and preventative action required, and advise the student of the outcome.

j) University Senior College undertakes to finalise all grievance procedures within 10 working days.

k) For the duration of the appeals process, the student's enrolment and attendance must be maintained.

5. External Appeals Processes

a) If the student is dissatisfied with the conduct or result of the complaints procedure, he/she may seek redress through an external body at minimal or no cost within 2 weeks.

b) If the student wishes to complain or to lodge an external appeal about a decision made or action taken by University Senior College, he/she may contact the Training Advocate, Ground Floor West, 55 Currie Street, Adelaide SA 5000. The Training Advocate offers an independent service for overseas students. Please see: trainingadvocate@sa.gov.au or phone 1800 006 488 for more information.

6. Other legal redress

a) Nothing in the School’s Complaints and Appeals Policy negates the right of an overseas student to pursue other legal remedies.