GRIEVANCE PROCEDURE

University Senior College at Adelaide University Inc. (USC) views complaints as an opportunity for continuous improvement in the partnership formed with our parent and student body.

Successful partnerships depend on

- mutual respect;
- understanding and appreciating the perspectives of each party;
- two-way communication;
- common goals;
- realistic expectations;
- teamwork;
- defined roles, rights and responsibilities; and
- shared decision making.

A written record will be kept of all actions taken in relation to resolving conflict. Procedures are in place in the event of a dispute between an individual student and USC.

Always try to approach the person with whom you have a grievance FIRST. Let them know what your concerns are or what you consider to be unfair or unjust and ASK THEM TO STOP

If you fee you are unable to do this or the behaviour continues:

Speak to a teacher, Mentor, International Dean or the Student Service Coordinator and ask for their help to approach the person with whom you have a grievance. The other person will be interviewed.

If the grievance or behaviour is not resolved:

Speak with the International Dean

If the grievance is still not addressed:

You may take your complaint to ESOS—esosmailbox@dest.gov.au