



INTERNATIONAL STUDENT APPEALS AND COMPLAINTS POLICY

Rationale:

Mount Waverley Secondary College has both a desire and a responsibility to ensure that high standards of our International Student Program are maintained at all times and that complaints raised by international students are managed and resolved fairly, efficiently, promptly and in accordance with relative DET, IED and school protocols.

Aims:

- To provide a harmonious, positive and productive college environment.
- To resolve complaints fairly, efficiently, promptly and in accordance with relative legislation.

Policy:

Complaints about school program

1. If a parent or student is dissatisfied with any aspect of the school program they should bring this to the attention of the International Student Coordinator of the college. If the complaint cannot be resolved, the complaint should be forwarded (in writing) to the College Principal.
2. The College Principal should endeavour to resolve the complaint but if the complaint is not resolved to the satisfaction of the student, parents or nominee, a copy of the written complaint together with the reason for the grievance may be forwarded to the General Manager of International Education Division (IED) within the Department of Education and Training (DET).
3. The General Manager will review the decision made by the Principal, provide the parent / student or nominee with an opportunity to present their case and either uphold the original decision or decide in favour of the parent / student.

Mount Waverley Secondary College will provide and maintain appropriate welfare and wellbeing support to an international student until the complaint and appeals process is completed.

Review Cycle

This policy was updated on July 2021 and is scheduled for review in 2024.