INTERNATIONAL FULL-FEE PAYING STUDENTS
COMPLAINTS AND APPEALS POLICY
(Information for Students)

Last reviewed: May 2013
By: Dean of Students

Students who have a grievance (problem) of any sort in relation to school or boarding are advised to follow these procedures:

1. Discuss the issue with the International Students Co-ordinator (Ms Ross).
2. If the matter is not resolved satisfactorily, it should be brought to the attention of the Dean of Students (Ms Karmelita) and/or the Head of Boarding (Mrs Campbell) who will raise the issue with the Principal (Mrs Thomson).
3. If there is still no resolution, you may appeal to the Chair of St Mary’s Anglican Girls’ School Board of Governors, to help resolve the issue.
4. At this point you will receive a written summary of the outcome of your appeal.
5. If you are still unhappy with the outcome, your final appeal should be directed to the Overseas Students Ombudsman.

If your complaint involves a cancellation of your enrolment at St Mary’s, you will remain enrolled until the dispute is resolved.

Independent Advice
Advice may also be sought from the Conciliators at the Department of Education Services.
Contact details are as follows:
(a) Mrs Anne Duncan (anne.duncan@des.wa.gov.au)
(b) Ms Alison Miller (Alison.miller@des.wa.gov.au)

Both are available at the Department of Education Services, 22 Hasler Road, Osborne Park or on 9441 1900.

Overseas Students Ombudsman
- Web site: http://www.oso.gov.au
- Other contact details:
  - Email: ombudsman@ombudsman.gov.au
  - Call: 1300 362 072* within Australia. Outside Australia call +61 2 6276 0111.
  - Enquiries: 9:00am to 5:00pm Monday to Friday, Australian Eastern Standard Time (Australian Eastern Daylight Time when daylight savings is in effect)
  - Fax: 02 6276 0123 within Australia. Outside Australia +61 2 6276 0123.
  - Postal: GPO Box 442 Canberra ACT 2601.
A Leaflet for Students from the school’s Complaints Policy and Procedures

Any Problems, Complaints, or Suggestions?
If so, the school would like to hear.

How do I make a complaint?
- By talking about it – or by writing it down if you find that easier.
- You can do it by yourself, or as part of a group, or through your parents.

To Whom?
- To anyone on staff.
- By discussing it, you may come up with some positive ideas.

Does it matter what the issue is?
- No, it can be a big problem or a small one.

What will happen next?
- If possible, the staff member will deal with it in person.
- If not, he or she will go on your behalf to someone who can help.

Do others have to know?
- You need to trust that your complaint will be dealt with discreetly and in the best interests of those involved.

Even if you find the issue hurtful or embarrassing, don’t worry – it will only be discussed by staff who can help you.