1. Purpose
   a. The purpose of Mackay Christian College’s Complaints & Appeals Policy is to provide a student or parent(s)/legal guardian with the opportunity to access procedures to facilitate the resolution of a dispute or complaint.
   b. The internal Complaints & 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 College’s Discipling Processes / Standards of Conduct.

3. Informal Complaints Resolution
   a. In the first instance, Mackay Christian College requests there is an attempt to informally resolve the issue through mediation/informal resolution of the complaint.
   b. Students should contact the Teacher/Year Level Coordinator 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 Head of School and Mackay Christian College’s internal formal Complaints & Appeals handling procedure will be followed.

4. Formal Complaints Handling Procedure
   a. The process of this grievance procedure is confidential and any complaints or appeals are a matter between the parties concerned and those directly involved in the complaints handling process.
   b. The student must notify the College in writing of the nature and details of the complaint or appeal.
   c. Written complaints or appeals are to be lodged with the Principal/Head of School.
   d. Where the internal Complaints & Appeals process is being accessed because the student has received notice by the College that the College intends to report them 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.
   e. Complaints & Appeals processes are available to students at no cost.
   f. Each complainant has the opportunity to present their case to the Principal/Head of School.
   g. Students and/or the College may be accompanied and assisted by a support person at all relevant meetings.
   h. The formal grievance process will commence within 10 working days of the lodgement of the complaint or appeal with the Principal/Head of School.
   i. Once the Principal/ Head of School 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.
   j. If the grievance procedure finds in favour of the student, Mackay Christian College will immediately implement the decision and any corrective and preventative action required, and advise the student of the outcome.
   k. Mackay Christian College undertakes to finalise all grievance procedures as quickly as possible.
   l. For the duration of the appeals process, the student’s enrolment & attendance must be maintained.

5. External Appeals Processes
   a. If the student is dissatisfied with the conduct or result of the complaints procedure, they may seek redress through an external body at minimal or no cost within 10 working days.
   b. If the student wishes to complain or to lodge an external appeal about a decision made or action taken by Mackay Christian College, they must do so within 10 working days from receipt of the formal notification of the outcome of an internal appeal. Students may lodge a complaint or external appeal by contacting the Overseas Students Ombudsman offering a free and independent service for overseas students. Please see http://www.ombudsman.gov.au/about/overseas-student-ombudsman-landing-page or phone 1300 362 072 for more information.
6. Other legal redress
   a. Nothing in the College’s Complaints & Appeals Policy negates the right of an overseas student to pursue other legal remedies.

7. Definitions
   a. Working Day – any day other than a Saturday, Sunday or public holiday during term time
   b. Student – a student enrolled at Mackay Christian College or the parent(s)/legal guardian of a student where that student is under 18 years of age
   c. Support person – for example, a friend/teacher/relative not involved in the grievance.

*Updated: July 2017*