

Grievance Procedure

Hillmorton High School will ensure at all times that International students are well informed, safe and properly cared for. Students will receive a copy of the grievance procedure and the process flow diagrams during orientation.

A. **Rights and Responsibilities of the International Student**

The Grievance Policy allows international students to have the opportunity to present any grievance related to the Code and for it to be dealt with in a just manner. It is the responsibility of the International Student to inform Hillmorton High School in writing of any alleged breach of the Code.

B. **Rights and Responsibilities of the School:**

Hillmorton High School will hear fairly and assess all written grievances that breach the Code. If an agreement cannot be reached between Hillmorton High School and the complainant, the internal procedure (see below) will apply.

C. **Situations which will be dealt with under the Policy**

The Grievance Policy applies to Hillmorton High School and includes:

- Classrooms and grounds and approved field trips
- Home stay environment
- Extra-curricular activities supervised by Hillmorton High School staff

But specifically excludes:

- Social activities
- Personal travel
- Any behaviour that contravenes Hillmorton High School Code of Conduct

Internal Procedure

- The student gives the written grievance to the International Student Administrator stating which section(s) of the Code have been breached.
- Within three school days a meeting will be arranged between the International Student Administrator and the student.
- A registered interpreter will be offered to the student.
- The Head of the International Department will attend this meeting to record the discussion.
- The International Student is allowed to have one support person attend this meeting with them, eg guardian, counselor. This support person may be arranged by the school if it is thought to be in the best interests of the student.
- If the problem is resolved, written notification will be given to the student and both parties will sign off on the grievance.
- If the problem is unresolved, the grievance will then be given to the Principal who will act as a mediator. This meeting will be attended by the International Student Administrator, Principal, Student and support person.
- If the problem is resolved, written notification will be given to the student and both parties will sign off on the grievance.
- If the problem is unresolved, the student will be advised to write to the IEAA.
- The school process will be completed within a maximum of one calendar month.

The grievance process will be reviewed annually by revisiting individual cases to ensure that the process followed by Hillmorton High School is fair.

Reviewed 01.08.08 – No cases to revisit.