COMPLAINTS AND APPEALS POLICY

Purpose
The purpose of Mueller College’s Complaints and Appeals Policy is to provide a student with the opportunity to access procedures to facilitate the resolution of a dispute or complaint.

The internal complaints and appeals processes are conciliatory and non-legal.

Complaints against other students
Grievances brought by a student against another student will be dealt with under the school’s Code of Conduct Policy.

Informal Complaints Resolution
In the first instance, Mueller College requests there is an attempt to informally resolve the issue through mediation/informal resolution of the complaint.

Students should contact the International Coordinator in the first instance to attempt mediation/informal resolution of the complaint.

If the matter cannot be resolved through mediation, the matter will be referred to the Dean of Students and Mueller’s internal formal complaints and appeals handling procedure will be followed.

Formal Complaints Handling Procedure
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.

- The student must notify the school in writing of the nature and details of the complaint or appeal.
- Written complaints or appeals are to be lodged with the International Student Coordinator.
- Where the internal complaints and appeals process is being accessed because the student has received notice by the school that the school intends to report him/her for unsatisfactory course attendance, unsatisfactory course progress or suspension or cancellation of enrolment, the student has 20 days from the date of notification in which to lodge a written appeal.
- Internal complaints and appeals processes are available to students at no cost.
- Each complainant has the opportunity to present his/her case to the International Coordinator.
- Students may be accompanied and assisted by support person at all relevant meetings.
- The formal grievance process will commence within 10 working days of the lodgement of the complaint or appeal with the Dean of Students/Principal.
- Once the Principal 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.
- If the grievance procedure finds in favour of the student, Mueller College will immediately implement the decision and any corrective and preventative action required.
- Mueller College undertakes to finalise all grievance procedures within 3 working days.
- For the duration of the appeals process, the student is required to maintain enrolment and attendance at all classes as normal.

External Appeals Process
If the complaints procedure does not find in favour of the student or the student is dissatisfied with the result of the complaints procedure, the Deputy Principal will advise you of the method for accessing an external mediation service and of your legal rights under Australian law.
1) Definitions

Working Day – any day other than a Saturday, Sunday or public holiday during term time
Student – a student enrolled at Mueller College or the parent(s)/legal guardian of a student where that student is under 18 years of age
Support person – a friend/teacher/relative not involved