



Code of Conduct and Misbehaviour

Mercedes College has clear Key School Policies on its website that outlines the school’s policies and expectations of students’ behaviour on a variety of matters and the consequences should the students not comply with the school’s policies or expectations. Please look at the college website: <http://www.mercedes.catholic.edu.au/about-mercedes/key-school-policies/> and in particular note the following policies: Academic Integrity Policy, Drug Education Policy, Personal Responsibility Policy, Safe School Policy and Technology Acceptable Use Policy.

These Policies will also be outlined in the student’s Personal Planner book (school diary) when they receive them as part of their text book package.

Complaints and appeals (internal and external):

The following steps are the process if a student has any concerns or complaints:

Concerns: if the student has a concern, they are to:

Step 1: Speak to the International Co-ordinator and talk openly about the problem.

Ask them to help you solve it and they will formally record the problem and document any form of action to be taken.

If the student does not think the International Co-ordinator has solved the problem:

Step 2: Talk to the International Co-ordinator again. Talk openly about the problem and ask why the problem has not been solved.



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Formal complaint made by a student:

If the student or the parents are unhappy and feel nothing is being done for the student then the parents must write a letter of complaint

- The Complaint must be
 - In writing
 - Directed to the Principal of Mercedes College
 - The letter must show the details of the complaint
- The Principal will acknowledge receipt of the complaint letter within 7 days
- Consideration of the formal complaint must begin within 10 days
- The Principal will ask the student to attend an interview. The student may be accompanied and assisted by an adult support person and an interpreter for this meeting
- The Principal will ask the student to attend another interview where he will tell the student the outcome of the student's complaint. A letter will be sent to the student, the parents and agents by courier mail telling them of his decision
- If the student and family do not agree with the Principals decision then they have 20 working days to write an appeal letter to the Principal
- The case will be reviewed by a student appeals officer who will look at all the recorded evidence the International Coordinator's have collated and in consultation with the Department of Immigration and Border Protection will decide if the appeal is justified
- The Principal will ask the student to attend another interview where he will tell the student the outcome of the student appeals investigation
- A letter will be sent by courier to the student, the parents and agents telling of the outcome of the appeal
- If the student and the family do not agree with the outcome of the appeal the student will be given information about an Independent External Arbitrator who will hear the case and make sure that Mercedes College followed the correct procedures
- The enrolment of the student will be maintained while any internal complaint or appeal is considered

Notification of enrolment cancellation due to visa non-compliance:

- At an interview with the Principal of Mercedes College the student will be told that Mercedes College is giving the student notice of the school's intention to cancel the student's enrolment. The student may be accompanied by an adult support person and a translator for this meeting
- A formal notice of Mercedes College's intention to report non-compliance of a visa and the cancellation of the enrolment will be sent to the student, the parents and agents by email.
- On receipt of this formal notice the parents will have 20 working days to write an appeal letter to the Principal providing evidence that the student has compassionate and compelling reasons for non-compliance of their student visa – www.immi.gov.au
- The Principal will write acknowledging receipt of the appeal within 7 days of receiving it

Version 1.0 2017 Student initials.....Parents initials.....

Student Written Agreement

Cricos Code: 00365D



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- The case will be reviewed by the Principal who will look at all the recorded evidence the International Coordinators have collated and in consultation with the Department of Immigration and Border Protection, and will decide if the appeal is justified.
- The student will have a further interview with the Principal. The student may be accompanied and assisted by an adult support person and translator for this meeting.
- The Principal will tell the student of his decision. A letter will be sent to the student, the parents and agents by courier mail telling them of his decision
- If the student and the family do not agree with the Principals decision then the student will be given information about an Independent External Arbitrator who will hear the case and make sure that Mercedes College followed the correct procedures
- The complaint will only be heard once by the External Arbitrator after which a decision will be made regarding the enrolment
- The enrolment will be maintained during the informal and external complaint and appeal process
- A full copy of the Catholic Education Procedures for resolving complaints under Standard 8 of the National Code is available on request
- The student can contact the *Education Services for Overseas Students* helpline at any time through the above process 02 62405069

This Written Agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the *Australian Consumer Law* if the *Australian Consumer Law* applies.