

## **COMPLAINTS AND GRIEVANCE PROCEDURES**

St Mary's School wants groups of students to be satisfied with their programmes and services. If you are unhappy we want to know so that we can make improvements or explain our policies and practices.

Students, or their group organiser, may make a formal complaint at any time about the school, its programmes or its services. If you wish to make a formal complaint you should either write or meet with the International Student Co-ordinator or the Principal.

All formal complaints will be investigated and discussed and a response will be given to you in writing within 2 weeks. If we cannot resolve the complaint to your satisfaction, we will appoint an independent mediator who will help us find a fair solution. A mediator is an independent person who helps both parties to a dispute find a solution that is acceptable to all.

If you believe that the school has not satisfactorily dealt with your complaint then you may contact the International Education Appeal Authority (IEAA), telephone: + 64 9 632 9513.