

What are your responsibilities?

Students have a responsibility to:

- behave in a manner consistent with maintaining an adult learning environment. These expectations are made explicit in the Conditions of Enrolment document signed by all students who enrol in the College
- express concerns and provide considered feedback in order to improve current practices and inform new policies and procedures
- provide timely and accurate information when a complaint is being investigated
- not make mischievous or malicious complaints
- All parties have the responsibility of maintaining confidentiality during the complaint resolution process.

Harassment and Bullying

The College is committed to maintaining a safe and inclusive adult environment free from harassment, bullying and other forms of violence. Such behaviour is not acceptable at Marden and will be dealt with seriously and expediently. Students should report any concerns to Student Services staff, mentors or a trusted staff member. A range of sanctions, including disenrollment from the College will be implemented in response to any unacceptable student behaviour.



Further Information

Further Information is available from:

- ✓ **Student Services**
- ✓ **Student Counsellors:**
Sally Morley
Rachel Moore
Gabe Turci
Michelle van Wyk
- ✓ **Assistant Principals:**
Janet Elliott (Student Services)
Michelle Cordera (Curriculum)
Simon Critchley (Systems Management)
Lucy Poloni (College Communication)
- ✓ **Business Manager:**
Corina Fielding
- ✓ **Principal:**
Stephen Inglis

Marden Senior College acknowledges the contribution of the University of Adelaide in the production of this leaflet.

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Department for Education
and Child Development



your pathway to success

Specialist Senior Secondary Education

Student Complaints at Marden Senior College

Introduction

Marden Senior College is committed to delivering high quality services to all students on campus. Letting the College know about programs, processes, services and other issues that fail to meet your expectations or impact on your well being gives us an opportunity to review our practices and policies to improve conditions for students.

Marden Senior College aims to handle student complaints fairly, impartially, locally and quickly. Students will not be victimised for making a complaint.

What can complaints or concerns be about?

You may have a complaint or concern about any service delivered by the College including:

- educational programs (such as lessons, tutorials and assessment)
- administrative services (such as enrolment, counselling, payments and accounts)
- other services (such as the Resource Centre, computing facilities or the Cafeteria)
- Harassment or discrimination on equal opportunity grounds (including identity, race, culture or ethnic origin; gender, disability, age, sexuality, religion; marital status, parenting or economic status)



What does it mean to resolve complaints locally?

Marden Senior College is committed, wherever possible, to resolving complaints at the local level. This means that in most cases, complaints should be raised with the person responsible for the service which the complaint is about. This is usually the best way of making sure that the parties involved can resume a good working relationship. If you are unsure which member of staff you should raise your complaint with, you can ask a Counsellor in Student Services. If you feel uncomfortable about raising your complaint with the person responsible for the service about which you wish to complain, you can discuss your options with the people listed on this leaflet.

How do you make a complaint?

Before you make a complaint, you may wish to get information about the options available to you. The people who can help are listed at the end of this leaflet. If you do not wish to lodge a formal complaint or are not able/comfortable with a personal resolution, you may discuss the situation confidentially with a Counsellor and the matter will be treated as an expression of concern. An expression of concern can be lodged verbally or in writing. The Counsellor will respond according to the nature and seriousness of the concern. Your concern must be acted on as soon as possible, either by way of resolution or by establishing an appropriate timeframe (which should be within 14 days where practical).

If the Counsellor believes the matter can be dealt with at this level he/she may:

- monitor and assess the current situation
- suggest modifications to College procedures or structures on your behalf
- (if the complaint is about a person) confidentially discuss the concerns with that person or their Line Manager to gather further information which may be useful in determining an appropriate course of action.
- set up a process of mediation between the parties to resolve the conflict



Formal Grievances

You can make a formal complaint to the Assistant Principal, Student Services. This must be done in writing and marked 'confidential'. It should be forwarded as soon as possible after the event(s) which prompted the complaint. The Assistant Principal, Student Services will investigate the matter and inform you of the action that will be taken. All parties involved in the complaint will be informed of the outcome and action taken.

What if this is not successful?

If you are not satisfied that the matter has been managed appropriately at the local level, a complaint may be lodged with the Principal or the Education Director. A counsellor can advise you on this process.