

Complaint Management Policy

SCOTS English College is committed to providing a high standard of service in its accommodation hosting program. To maintain a safe, supportive, and positive environment for both students and host families, this **Complaint Management Policy** outlines the procedures for raising, managing, and resolving complaints related to the program.

1. Purpose

The purpose of this policy is to:

- Ensure that any issues or concerns raised by students, host families, or staff are addressed promptly, fairly, and transparently.
- Provide a clear framework for managing complaints to improve the accommodation hosting program.
- Promote a culture of respect and accountability among students, hosts, and SCOTS English College staff.

2. Scope

This policy applies to all parties involved in the SCOTS English College accommodation hosting program, including:

- **Students:** International students residing in host accommodations.
- **Host Families:** Individuals or families hosting SCOTS English College students.
- **SCOTS English College Staff:** Employees responsible for managing the accommodation program.

Complaints may relate to any aspect of the hosting experience, including but not limited to:

- Host family behavior or conduct.
- Student behavior or conduct.
- Issues related to safety, privacy, or comfort in the host home.
- Communication problems between students and hosts.
- Non-compliance with agreed-upon services or responsibilities.
- Discrimination, harassment, or bullying.

3. Principles

All complaints will be managed according to the following principles:

- **Confidentiality:** Complaints will be handled confidentially, and only those directly involved in the resolution process will have access to the details.
- **Fairness:** All parties involved in a complaint will be treated fairly, and complaints will be assessed impartially.
- **Timeliness:** Complaints will be acknowledged and resolved as quickly as possible to minimize disruption and stress.
- **Respect:** All interactions during the complaint process will be conducted respectfully and professionally.
- **Continuous Improvement:** Feedback from complaints will be used to improve the quality and management of the accommodation hosting program.

4. Complaint Procedure

Step 1: Informal Resolution

Wherever possible, SCOTS English College encourages students and host families to resolve minor concerns or misunderstandings informally. Often, a simple conversation can clear up issues without the need for formal intervention. The following steps should be taken:

- **Students:** Discuss your concern with your host family directly if you feel comfortable. Clearly explain what is troubling you and work towards a mutually agreeable solution.
- **Host Families:** If you have a concern about a student's behavior, address it respectfully and provide them with an opportunity to understand and correct the issue.

If informal resolution is not possible or does not resolve the issue, proceed to formal complaint procedures.

Step 2: Submitting a Formal Complaint

If the issue remains unresolved, the student or host family can submit a formal complaint to SCOTS English College. Complaints must be submitted in writing and include:

- A clear description of the issue or concern.
- Any steps taken to resolve the matter informally.
- The desired outcome or resolution.

Formal complaints can be submitted via:

- **Email:** Sent to the SCOTS English College Student Accommodation Team.
- **In-Person:** Submitted in writing to the Student Support Officer.

Complaints should be submitted as soon as possible after the incident or issue arises, ideally within two

weeks.

Step 3: Acknowledgement and Investigation

Upon receiving the formal complaint, SCOTS English College will:

- **Acknowledge Receipt:** Confirm receipt of the complaint within 2 business days.
- **Assign a Case Manager:** A designated Student Accommodation Officer or Student Support Officer will oversee the investigation.
- **Investigate:** The investigation process may involve:
 - Speaking with the student and host family separately to gather further information.
 - Reviewing any relevant documentation, agreements, or communication.
 - Assessing the living conditions if the complaint relates to the home environment.
 - Involving third parties if necessary (e.g., welfare services, emergency contacts).

The investigation should be completed within 10 business days. If additional time is required, all parties will be informed of the delay.

Step 4: Resolution

Once the investigation is complete, SCOTS English College will:

- **Propose a Resolution:** The case manager will propose a fair and reasonable resolution based on the evidence gathered. This could include:
 - Mediation between the student and host family.
 - Adjustments to the living arrangement.
 - Relocation of the student to a different host family.
 - Reimbursements or compensations if applicable.
 - Disciplinary action if misconduct is identified (for students or hosts).
- **Communicate the Decision:** All parties will receive written notice of the decision and the steps to be taken to resolve the issue. Where appropriate, follow-up meetings may be scheduled to ensure the resolution has been implemented successfully.

Step 5: Appeal Process

If a party is dissatisfied with the outcome of the complaint, they have the right to appeal the decision.

The appeal must be submitted in writing within 10 business days of receiving the resolution decision and should outline the reasons for the appeal.

- **Appeal Review:** A different SCOTS English College manager, not previously involved in the case, will

review the appeal and the original decision.

- **Final Decision:** The final decision will be communicated within 15 business days of receiving the appeal. The decision made during the appeal is final.

5. Complaints Involving Serious Misconduct

Complaints involving serious allegations, such as sexual harassment, abuse, or significant breaches of safety, will be treated with utmost seriousness and urgency. In such cases:

- Immediate action will be taken to protect the safety of students or host families.
- Relevant authorities (e.g., police, child protection services) may be notified in accordance with Australian law.
- The student may be relocated to a different host family immediately if necessary.
- SCOTS English College will ensure that any individual affected by serious misconduct is provided with access to appropriate support services, including counselling and legal advice.

6. Confidentiality and Privacy

SCOTS English College respects the privacy of all parties involved in a complaint. All complaints and associated records will be kept confidential and only shared with individuals directly involved in the resolution process. The collection and handling of personal information will comply with Australian privacy laws.

7. Support and Assistance

During the complaint process, SCOTS English College provides support services to both students and host families, including:

- **Counseling Services:** Confidential counseling is available for students and hosts who may be experiencing emotional or mental health challenges related to the complaint.
- **Student Support Officer:** Students can seek assistance from the Student Support Officer at any time during the process.

8. Policy Review

This Complaint Management Policy will be reviewed annually to ensure its effectiveness and relevance. SCOTS English College will use feedback from complaints to make improvements to the

accommodation hosting program.

This policy ensures that any concerns raised by students or host families are handled in a timely, respectful, and professional manner, contributing to the success of SCOTS English College's accommodation hosting program. By adhering to this Complaint Management Policy, SCOTS English College strives to create a safe and positive experience for all participants.