

Rotary Youth Exchange Program

Grievance Procedure for Youth Exchange Students

Aims of a Grievance Procedure:

- That Rotary youth exchange students, their parents and/or guardians know they have the same rights to fair and equitable access to a grievance procedure process as local students and their parents
- That the District Youth Exchange Chair has the general responsibility for the efficient organisation, management and administration of the exchange program
- That the exchange students know where their complaints, problems or grievances should be directed and that an attempt will be made to resolve the issue when it is first raised
- That where a resolution cannot be reached the first time the student knows the next level to seek a resolution until such time as it is reached
- That Host families, Club Counsellors, District Youth Exchange officials and School principals are aware of the first contact person should a conflict or grievance arise in the home or the School and the next level should it become necessary.

Formulating a Grievance Policy:

1. As a basis for settlement of a grievance or problem, refer to the *Grievance Procedure Flow Chart*
2. The student shall have the right to a fair and equitable access to a grievance procedure
3. Categories of grievances include, but are not restricted to:
 - Financial
 - Professional standards of care

- Discrimination
 - Abuse and harassment (note: sexual abuse and harassment have strict protocols which must be followed)
 - Misconduct
4. Procedures as to whom to address the complaint or seek a resolution to a problem or grievance, e.g.
- Host family
 - Rotary Club Counsellor or YEO
 - School principal or other relevant school official or Coordinator
 - Rotary District YE Country Coordinator or Chair
5. Grievances and/or problems should be resolved locally wherever possible
6. Procedures for the resolution of a grievance should include, where necessary:
- Meeting (including access to translation and/or interpreter services)
 - Investigation
 - Referral to appropriate individual
 - Conciliation / arbitration
 - Resolution
 - Communication and explanation of decision and acknowledgement of outcome
7. Who is ultimately responsible for resolving the conflict.

Refer to the *Grievance Procedure Flow Chart* which follows