Griffith College

Host Family Grievance Policy

Purpose

We value our host families and want to support open communication. This policy explains how hosts can raise concerns about students, welfare, school communication, or other issues.

Examples of Concerns

- Student misbehaviour or breaking house rules
- Poor communication from the school (e.g., arrivals, dietary needs)
- Property damage
- Student welfare (illness, distress, safety)
- Payment or administrative problems

Steps to Raise a Grievance

- ✓ Talk to the International Office
- ✓ Most problems can be solved informally by phone or email.
- ✓ Submit a Formal Grievance (if needed)
- ✓ If the issue is unresolved, fill out a Host Family Grievance Form available from the international office.
- ✓ You'll get a written or verbal response within 10 working days.

Appeal

If unhappy with the outcome, you can ask the Host family coordinator to review. Their decision is final.

External Escalation

If still unresolved, you can contact:

- ELE-Ireland

Confidentiality

All grievances are handled professionally and kept confidential.

Respect

Hosts will not be penalised for raising genuine concerns.