

## **Issues and Problem Resolution Procedure for Youth Exchange Students**

### **Aims of an Issues and Problem Solving Procedure:**

- That Rotary youth exchange students, their parents and/or guardians know they have the same rights to fair and equitable access to an issues and problem resolution 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 issues 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 Mentors, District Youth Exchange officials and school principals are aware of the first contact person should a conflict or issue arise in the home or the school and the next level should it become necessary.

### **Formulating an Issues and Problem Resolution Policy:**

1. As a basis for settlement of an issue or problem refer to the Issues and Problem Resolution Procedure Flow Chart.
2. The student shall have the right to a fair and equitable issue and problem resolution procedure.
3. Categories of problems 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 in accordance with the District Abuse and Harassment Reporting Guidelines
  - Misconduct.
4. Procedures as to whom to address the complaint or seek a resolution to an issue or problem:
  - Host family
  - Rotary Club Mentor or Youth Exchange Officer
  - School principal or other relevant school official or coordinator
  - Rotary District Youth Exchange Placement Officer
  - District Youth Exchange Chair
5. Procedures for the resolution of an issue or problem 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 acknowledgment of outcome
6. Who is ultimately responsible for resolving the issue or problem?
  - Refer to the Issues and Problem Resolution Procedure Flow Chart, which is attached.

## GENERAL SUPPORT STRUCTURE FOR STUDENTS

### WHEN AN ISSUE ARISES FROM SCHOOL

#### Host Parents

- Should be made aware of the issue by the student or the school.
- They then should attempt to resolve the issue.
- If unable to resolve, then contact the Student's Mentor.

#### Mentor/Counsellor

- Should attempt to resolve the issue.
- If unable to resolve, then contact the Placement Officer and Host Club President.

#### Placement Officer and Host Club President

- If still unable to resolve the issue, contact District Youth Exchange Chair.

#### District Youth Exchange Chair

- Chair works with the Club President and consults with District Governor if unable to resolve.

### WHEN AN ISSUE ARISES WITHIN HOST FAMILY HOME

#### Host Family/Student

- Need to openly and calmly discuss any issues, which may be upsetting the family unit.
- If unable to resolve quickly, speak with the Mentor.
- Mentor may suggest other Rotarians take student for a 'break'.

#### Mentor/Counsellor

- If still not resolved deal with the problem immediately – do not let it go on.
- Placement Officer and Host Club President are to be notified.

#### Placement Officer and Host Club President

- If still unable to resolve, contact District Youth Exchange Chair.

#### District Youth Exchange Chair

- Chair consults with District Governor if unable to resolve.

During the entire resolution process, depending on the severity of the situation, counterparts in the student's home country are often informed of the situation. The District Youth Exchange Committee works very hard to ensure fair and proper resolution.

As a last resort, students may be sent home at the direction of the District Governor

# ISSUES AND PROBLEM RESOLUTION PROCEDURES

