



Bundaberg Christian College
Education with Wisdom

BCC

International

Student

Complaints and Appeals

(Grievances) Policy

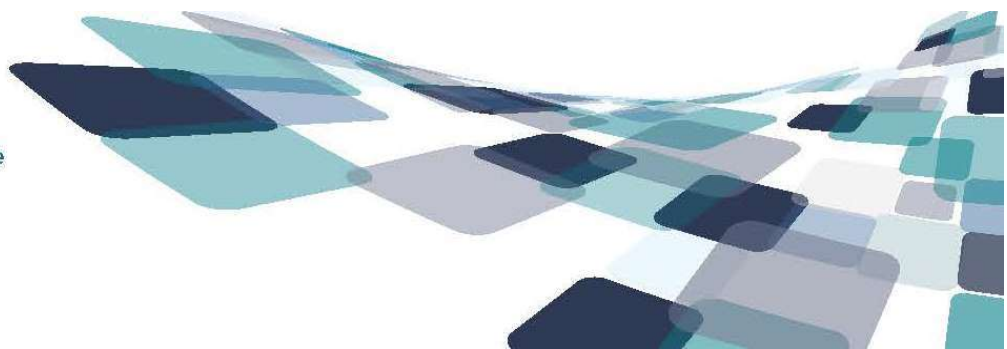
Updated: February 2018
Review: Annually

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BCC International Students Complaints and Appeals (Grievance) Policy

A copy of this policy will be provided to the student (or parent(s)/legal guardian if the student is under 18) at a reasonable time prior to a written agreement being signed and again during orientation or within 7 days of the commencement of student attendance of the enrolled course.

1. Purpose

- a) The purpose of *Bundaberg Christian College's* Complaints and Appeals Policy is to provide a student or parent(s)/legal guardian with the opportunity to access procedures to facilitate the resolution of a dispute or complaint involving Bundaberg Christian College, or an education agent or third party engaged by Bundaberg Christian College to deliver a service on behalf of Bundaberg Christian College.
- b) The internal complaints and appeals processes are conciliatory and non-legal.

2. Complaints against other students

- a) Grievances brought by a student against another student will be dealt with under the College's Code of Conduct.

3. Informal Complaints Resolution

- a) In the first instance, Bundaberg Christian College requests there is an attempt to informally resolve the issue through mediation/informal resolution of the complaint.
- b) Students should contact the ESL teacher/Year Level Coordinator/College Chaplain/College Counselor in the first instance to attempt mediation/informal resolution of the complaint.
- c) If the matter cannot be resolved through mediation, the matter will be referred to the Principal and *Bundaberg Christian College's* internal formal complaints and appeals handling procedure will be followed.
- d)

4. Formal Internal Complaints Handling Procedure

- a) The process of this grievance procedure is confidential and any complaints or appeals are a matter between the parties concerned and those directly involved in the complaints handling process.
- b) The student must notify the College in writing of the nature and details of the complaint or appeal.
- c) Written complaints or appeals are to be lodged with the Principal/other.
- d) Where the internal complaints and appeals process is being accessed because the student has received notice by the College that the College intends to report him/her for unsatisfactory course attendance, unsatisfactory course progress or suspension or cancellation of enrolment, the student has 20 working days from the date of receipt of notification in which to lodge a written appeal.
- e) Complaints and appeals processes are available to students at no cost.

- f) Each complainant has the opportunity to present his/her case to the Principal.
- g) Students and / or the College may be accompanied and assisted by a support person at all relevant meetings.
- h) The formal internal complaints and appeals process will commence within 10 working days of lodgement of the complaint or appeal with the Principal/other and will be finalised within 20 days.
- i) For the duration of the internal complaints and appeals process the student's enrolment will be maintained, as required under the *National Code of Practice for Providers of Education and Training to Overseas Students 2018* and the student must continue to attend classes.

However, if the [Principal/other] deems that the student's health or well-being, or the well-being of others is at risk he/she may decide to suspend or cancel the student's enrolment before the complaints and appeals process has been accessed or fully completed. In such cases, the student may still lodge a complaint or appeal, even if the student is offshore.

- j) Once the Principal/other has come to a decision regarding the complaint or appeal, the student will be informed in writing of the outcome and the reasons for the outcome, and a copy will be retained on the student's file.
- k) If the complaints and appeals procedure finds in favour of the student, Bundaberg Christian College will immediately implement the decision and any corrective and preventative action required, and advise the student of the outcome and action taken.
- l) Where the outcome of a complaint or appeal is not in the student's favour, the school will advise the student within 10 working days of concluding the internal review of the student's right to access the external appeals process.

However, the school is only obliged to await the outcome of an external appeal if the matter relates to a breach of course progress or attendance requirements. For all other issues, the school may take action (including making changes to the student's enrolment status in PRISMS) in accordance with the outcome of the internal appeal.

5. External Appeals Processes

- a) If the student is dissatisfied with the conduct or result of the internal complaints and appeals procedure, he/she may contact and / or seek redress through the Overseas Students Ombudsman at no cost. Please see: <http://www.ombudsman.gov.au/about/overseas-student-ombudsman-landing-page> or phone 1300 362 072 for more information.
- b) If the student wishes to appeal a decision made by Bundaberg Christian College that relates to being reported for a breach of course progress or attendance requirement (under Standard 8), the student must lodge this appeal with the Overseas Student Ombudsman's office within 10 working days of being notified of the outcome of his/her internal appeal.
- c) If the student wishes to appeal a decision made by Bundaberg Christian College that relates to:
 - i) refusal to approve a transfer application (under Standard 7), or
 - ii) suspension or cancellation of the student's enrolment (under Standard 9)

any choice to lodge an external appeal with the Overseas Student Ombudsman is at the student's discretion. The school need not await the outcome of any external appeal lodged, before implementing the outcome of the internal appeal.

6. Other legal redress

- a) Nothing in the College's Complaints and Appeals Policy negates the right of an overseas student to pursue other legal remedies.

7. Definitions

- a) **Working Day – any day other than a Saturday, Sunday or public holiday during term time**
- b) **Student – a student enrolled at Bundaberg Christian College or the parent(s)/legal guardian of a student where that student is under 18 years of age**
- c) **Support person – for example, a friend/teacher/relative not involved in the grievance.**

8. Resolving a Dispute

The College will nominate a Liaison Officer who will act as facilitator for International students at Bundaberg Christian College. In the event of an independent grievance or dispute arising, students are recommended to follow the process below. He/she may nominate a support person to accompany him/her at any stage of the dispute resolution process.

- a) In the first instance, the student or a nominee of the student should raise the issue with the Liaison Officer who may refer the case to the Executive of the Principal if this seems appropriate. Written notes of the discussion including an explanation of the outcome will be kept for the student's record. The overseas student or nominee should allow up to 10 working days for the issue to be addressed.
- b) If this channel does not lead to resolution, the student or a nominee of the student may refer directly to the Principal. The student should bring a written statement outlining any issues or concerns to this meeting. Bundaberg Christian College has a formal complaint form which can be used. The overseas student or nominee should allow up to 10 working days for the issue to be addressed.
- c) If a resolution is still not reached, the College will offer the student or nominee the option of taking the issue to a recognised dispute resolution service. If the student or nominee is positive towards this, then the student or nominee will be given the option of arranging the service personally or of the College arranging the service. Dispute resolution services may be provided by:

If requested by the student or nominee, the College will provide the contact details for suitable service options. The College will participate cooperatively in any dispute resolution process arranged. The International student or nominee should allow up to 10 working days for arrangements for the dispute resolution process to be made if the student or nominee desires the College to make these arrangements.

- d) While an appeal is in process the students' enrolment will be maintained and the student is still required to attend their usual classes.

- e) Please note that the requirements of the Policy, does not prevent a student from exercising his/her rights to access other legal support or advice.
- f) If a student is concerned about the actions of the provider they may approach the State Registration Authority for CRICOS. In Queensland this is the Department of Education and Training (DET). The Director-General of DET has the power to suspend or cancel the provider's registration or a course if a breach of the requirements of the registration provision is proved. Concerns about the conduct of the provider should be addressed to the Manager, CRICOS Registration, Office of Non-State Education, LMB 527, Brisbane, Qld 4001. Complaints must be made in writing. E(OS) Reg 1998 Section 8 (3)(a)(b).
- g) Students and their families can also contact the International students Ombudsman if they wish to access an external complaint and appeals process if they are not satisfied the internal complaint process or outcome. *If you wish to lodge an external appeal or complain about a decision, you can contact the International students Ombudsman. The International students Ombudsman offers a free and independent service for International students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider. See the International students Ombudsman website : <http://www.ombudsman.gov.au/about/overseas-student-ombudsman-landing-page> or phone 1300 362 072 for more information. The International students Ombudsman is free and independent.*