



International Students Complaints and Appeals Policy

DOCUMENT CONTROL

Responsible officer: Business Manager	Policy number: COL-INT-3.7.1
Contact officer: Enrolments Officer	Policy library: International Students Complaints and Appeals Policy
Review date: 1 Mar 2018	Effective date: August 2018

REVISION RECORD

Version	REVIEW DATE / Approval date	REVIEWED BY / Authorised by	ESCALATED TO / Publication date
v3.02018	August 2018	College Board	August 2018

1. Introduction

1. Purpose

- a) The purpose of Canterbury 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 Canterbury College, or an education agent or third party engaged by Canterbury College to deliver a service on behalf of Canterbury College.
- b) The internal complaints and appeals processes are conciliatory and non-legal

2. Definitions / acronyms

Canterbury College	Canterbury College Ltd or any controlled entities of Canterbury College Ltd.
Working day	Any other day than a Saturday, Sunday or public holiday during term time
Student	A student enrolled at Canterbury College or the parent(s)/legal guardian of a student where that student is under 18 years of age
Support person	For example, a friend/teacher/relative not involved in the grievance

3. Policy statement

2. Complaints against other students

International Students Complaints and Appeals

- a) Grievances brought by a student against another student will be dealt with under the school's related Behaviour Process/Code of Conduct.

3. Informal Complaints Resolution

- a) In the first instance, Canterbury College requests there is an attempt to informally resolve the issue through mediation/informal resolution of the complaint.
- b) Students should contact the appropriate person 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 Head of College and Canterbury College's internal formal complaints and appeals handling procedure will be followed.

The student should contact the appropriate staff member for an appointment to discuss the issue within 5 days. Written notes of the discussion will be kept for the student's file.

For Academic/Subject Concerns	For Personal Problems	For Homestay Problems
<ol style="list-style-type: none"> 1. Curriculum Coordinator 2. Coordinator of Middle or Senior School 3. Dean 	<ul style="list-style-type: none"> • Form Patron • Coordinator of International Student Welfare • Year Level Coordinator • Dean • Student Counsellor 	<ul style="list-style-type: none"> • Homestay Coordinator • Coordinator of International Student Welfare • Dean • Head of College

If there is no resolution, the student should make an appointment to discuss the issue with the Dean. The student should take a written statement outlining any issues or concerns to this meeting. The Dean will refer to previous notes from the student's file.

If there is still no resolution, the student should make an appointment to discuss the issue with the Head of College.

If there is a resolution, details will be noted on the student's file. If there is no resolution, the student will be made aware of other steps available to him/her, and his/her rights under legislation in the State of Queensland and the Commonwealth of Australia.

4. Formal Internal Complaints Handling and Appeals Process

- 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 school in writing of the nature and details of the complaint or appeal.
- c) Written complaints or appeals are to be lodged with the Head of College/Dean.

International Students Complaints and Appeals

- d) Where the internal complaints and appeals process is being accessed because the student has received notice by the school that the school 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 Head of College/Dean.
- g) Students and / or the School 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 complaints or appeal with the Head of College/Dean and will be finalised within 10 working days or as soon as practicable.
- 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 class.

However, if the Head of College/Dean 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 Head of College/Dean 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, Canterbury 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, Canterbury College 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 complaints 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 363 072 for more information.
- b. If the student wishes to appeal a decision made by Canterbury 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

International Students Complaints and Appeals

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 Canterbury 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 Canterbury College's Complaints and Appeals Policy negates the right of an overseas student to pursue other legal remedies.

4. Associated documents

N/A

5. Review

This policy and its associated procedures, quick reference guides and protocols will be reviewed on an annual basis. Canterbury College, however, reserves the right to review this policy at any time.

6. Acknowledgements

Canterbury College acknowledges the ISQ School Handbook for Cricos Registration – Policies and Procedures.

7. Guidelines/Procedure/Process

N/A