

# Enrolments Office

CRICOS Provider Code:01799C



## Overseas Student Enrolment Pack

### Complaints and Appeals Policy and Procedures for Overseas Students

Policy No.	016
Effective Date	October 2017
Replaces (Dispute Resolution Policy)	March 2015

1. Purpose
  - a) The purpose of Northside 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.
  - 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 as outlined in the school's handbook under "Student Discipline and Conduct".
3. Informal Complaints Resolution
  - a) In the first instance, Northside Christian College requests there is an attempt to informally resolve the issue through mediation/informal resolution of the complaint.
  - b) Students should contact the appropriate teacher/Head of School (Junior/Middle/Senior) 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 appropriate person as outlined below and Northside Christian College's internal formal complaints and appeals handling procedure will be followed.
4. Appropriate person to contact:
  - a) For Academic / Subject Concerns: Mrs Linda George, Director of Studies. Appointments made through the Senior School Office.
  - b) For Personal Problems: Mr Robin Grant, Careers OR Mrs Alison Stegert, Counsellor. Appointments made through the Senior School Office.
  - c) For Homestay Problems: Mrs Linda George, Director of Studies. Appointments made through the Senior School Office.
5. Formal 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 school in writing of the nature and details of the complaint or appeal.
  - c) Written complaints or appeals are to be lodged with the appropriate person as outlined in Section 4 above or the Principal if appropriate.
  - 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.

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- f) Each complainant has the opportunity to present his/her case to the Principal/other.
- g) Students and / or the College may be accompanied and assisted by a support person at all relevant meetings.
- h) The formal grievance process will commence within 10 working days of the lodgement of the complaint or appeal with the appropriate person as outlined above or with the Principal.
- i) Once the nominated mediator 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.
- j) If desired the student may lodge a further internal appeal to the College Board for a decision if they are not satisfied with the advised outcome. This appeal must be lodged within 5 working days of the date of the letter notifying the student of the result of the complaints and appeals process.
- k) If the grievance procedure finds in favour of the student, Northside Christian College will immediately implement the decision and any corrective and preventative action required, and advise the student of the outcome.
- l) Northside Christian College undertakes to finalise all grievance procedures within 21 working days.
- m) For the duration of the appeals process, the student's enrolment and attendance must be maintained.

### 6. External Appeals Processes

- a) If the student is dissatisfied with the conduct or result of the internal complaints procedure, he/she may seek redress through an external body at minimal or no cost. The window of opportunity to access the external appeals process in the case of unsatisfactory course progress or attendance is a maximum of 10 working days from the date of the letter advising of the outcome of the College's complaints and appeals process.
- b) If the student wishes to complain or to lodge an external appeal about a decision made or action taken by Northside Christian College, he/she may contact the Overseas Students Ombudsman. The Overseas Students Ombudsman offers a free and independent service for overseas students. Please see: [www.oso.gov.au](http://www.oso.gov.au) or phone 1300 362 072 for more information.

### 7. Other legal redress

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

### 8. Definitions

- a) **Working Day** – any day other than a Saturday, Sunday or public holiday during term time
- b) **Student** – a student enrolled at Northside Christian 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.