

## International Student Complaints & Appeals Policy

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CRICOS Number: 03246J ABN: 96 105 961 135

This policy is a requirement under the National Code 2007, Standard 8. Groves Christian College, as a registered CRICOS provider, will ensure a copy of this policy is 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 within 7 days of the commencement of students attendance of the enrolled course.

### 1. COMPLAINTS & APPEALS POLICY PURPOSE

The purpose of Groves 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. The internal complaints and appeals processes are conciliatory and non-legal.

### 2. INFORMAL COMPLAINTS RESOLUTION

- a. In the first instance, Groves Christian College requests there is an attempt to informally resolve the issue through mediation/informal resolution of the complaint.
- b. Students should contact the Year Level Coordinator 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 School - Secondary or Primary and Groves Christian College's internal formal complaints and appeals handling procedure will be followed.

### 3. 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 College 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 School - Secondary or Primary.
- 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 Head of School - Secondary or Primary.
- 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 Head of School - Secondary or Primary.
- i. Once the Head of School - Secondary or Primary 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 the grievance procedure finds in favour of the student, Groves Christian College will immediately implement the decision and any corrective and preventative action required, and advise the student of the outcome.
- k. Groves Christian College undertakes to finalise all grievance procedures as soon as practicable.
- l. For the duration of the appeals process, the student's enrolment and attendance must be maintained.

**4. EXTERNAL APPEALS PROCESSES**

- a. If the student is dissatisfied with the conduct or result of the complaints procedure, he/she may seek redress through an external body at minimal or no cost within 2 weeks of the decision.
- b. If the student wishes to complain or to lodge an external appeal about a decision made or action taken by Groves Christian College, he/she may contact the Overseas Students Ombudsman at no cost. 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.

**5. 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.

**6. DEFINITIONS**

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