



International Student- Complaints and Appeals

Rationale:

Kambrya College has both a desire and a responsibility to ensure that high standards of our International Student Program are maintained at all times and that complaints raised by international students are managed and resolved fairly, efficiently, promptly and in accordance with relative DET, IED and school protocols.

Aims:

- To provide a harmonious, positive and productive College environment.
- To resolve complaints fairly, efficiently, promptly and in accordance with relative legislation.

Policy:

Complaints about school program

1. If a student, parent / guardian is dissatisfied with any aspect of the school program they should bring this to the attention of the International Student Coordinator (ISC) of the College. If the complaint cannot be resolved, the complaint should be forwarded (in writing) to the school Principal.
2. The Principal should endeavour to resolve the complaint but if the complaint is not resolved to the satisfaction of the student or their parent / guardian, a copy of the written complaint together with the reason for the grievance may be forwarded to the General Manager of International Education Division (IED) within the Department of Education (DET).
3. The General Manager will review the decision made by the Principal and provide the student and parent / guardian with an opportunity to present their case and either uphold the original decision or decide in favour of the student / parent.
4. If the student, parent / guardian is not satisfied with the General Manager's decision, they may take the complaint to DET's independent dispute resolution service.

Complaints about non-school aspects of the program

1. If the complaint is related to non-school aspects of the program, including complaints about tuition fees and refunds, the complaint should be made in writing to the General Manager of IED.
2. The General Manager of IED will forward the complaint to the relevant Unit Manager for assessment and advice.
3. The General Manager will inform the complainant of any pending action, which may include referral to an external agency.
4. The General Manager will provide the student, parent / guardian with an opportunity to present their case and inform the complainant in writing of the investigation outcome and their right of appeal.
5. If the student, parent / guardian is not satisfied with the final decision of IED, they may take the complaint to DET's independent dispute resolution service.

Support to the student during the complaints / appeals process

- During any complaint or appeal, an international student's enrolment at Kambrya College will be maintained until the complaint and appeals process is completed.
- Within the complaints / appeals process, Kambrya College will provide relevant information, as required, to International Education Division (IED) or to DET's independent dispute resolution service to support and facilitate a resolution of a complaint or appeal in an efficient and timely manner.
- Kambrya College will provide and maintain appropriate welfare and wellbeing support to an international student until the complaint and appeals process is completed.

Evaluation:

This policy will be reviewed as part of the school's three-year review cycle.

Author	Keith Perry- College Principal
Approved by Kambrya College School Council	May 2018
Responsible for Review	Paul Looker- Assistant Principal
Next Review Date	May 2021