



SECTION	OVERSEAS STUDENTS CRICOS Code 00909K				
ITEM:	Overseas Students Complaints and Appeals Policy			ITEM No:	OSS-011
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1. PURPOSE

The purpose of Brisbane Christian College’s Complaints and Appeals Policy is to provide a student (or parent(s)/legal guardian if the student is under 18) with the opportunity to access procedures to facilitate the resolution of a dispute or complaint involving Brisbane Christian College, or an education agent or third party engaged by Brisbane Christian College to deliver a service on behalf of Brisbane Christian College.

2. SCOPE

This policy relates to International Students at Brisbane Christian College who are in Australia on a ‘Student Visa’, their parent’s/guardians and Education Agents.

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

Grievances brought by a student against another student will be dealt with under the College’s *Character Development Policy*.

3. SOURCES

- *National Code of Practice for Providers of Education and Training to Overseas Students 2018 (NC) B St 5, NC B St 6.1.6, NC B St 7, NC B St 8, NC B St 9, NC B St 10*

4. DEFINITIONS

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

5. POLICY

5.1. Informal Complaints Resolution

- In the first instance, Brisbane Christian College requests there is an attempt to informally resolve the issue through mediation/informal resolution of the complaint.
- To discuss academic problems, students should contact their respective subject teacher, Head of School (i.e.: Head of Primary, Head of Middle School or Head of Secondary), International Enrolments Officer or Deputy Principal in the first instance to attempt mediation/informal resolution of the complaint.
- To discuss personal/adjustment problems, students should contact the International Enrolments Officer, or their respective Head of House, College Counsellor, Head of Year or Deputy Principal.
- To discuss accommodation problems, students should contact the International Enrolments Officer.

- e) If the matter cannot be resolved informally, the matter will be referred to the Head of Campus/Principal and Brisbane Christian College's internal formal complaints and appeals handling procedure will be followed.

5.2. 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 or their parent/guardian 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/Head of Campus.
- d) Where the internal complaints and appeals process is being accessed because the student has received notice by the College that they intend 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/Head of Campus.
- 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/Head of Campus and will be finalised 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 classes.

However, if the Principal/Head of Campus 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/Head of Campus 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, Brisbane 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 favor, the 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, provided by the Overseas Students Ombudsman.

However, the College 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 College may take action (including making changes to the student's enrolment status in PRISMS) in accordance with the outcome of the internal appeal.

- m) The International Enrolments Officer will ensure the assessment of the complaint or appeal is conducted in a professional, fair and transparent manner.
- n) The International Enrolments Officer will maintain and monitor the student's enrolment and care arrangements (where applicable) whilst the complaints and appeals process is ongoing and ensure the College is aware of its obligation to do this.

5.3. 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: [Commonwealth Ombudsman - International Student Complaints](#) or phone 1300 362 072 for more information.

- b) If the student wishes to appeal a decision made by Brisbane 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 Brisbane 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.

5.4. Other Legal Redress

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

6. OTHER DOCUMENTS

- Overseas Students Policies
- CRICOS International Students Handbook