



Citipointe Christian College
THE CHRISTIAN OUTREACH COLLEGE BRISBANE



Citipointe Christian College
International

COMPLAINTS and APPEALS POLICY

The College has policies to facilitate the resolution of complaints and appeals.

A copy of this policy will be 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 student attendance of the enrolled course.

Purpose

The purpose of the 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.

Complaints against other students

Complaints brought by a student against another student will be dealt with under the College's Behaviour Policy/Code of Conduct as outlined.

Informal Complaints Resolution

In the first instance, the College requests there is an attempt to informally resolve the issue through mediation/informal resolution of the complaint.

Students should contact the class teacher, Student Care Co-ordinator or Head of Year in the first instance to attempt mediation/informal resolution of the complaint.

If the matter cannot be resolved through mediation, the matter will be referred to the Head of College and the College's internal formal complaints and appeals handling procedure will be followed.

Formal Complaints Handling Procedure

The process of this complaints and appeals procedure is confidential and is a matter between the parties concerned and those directly involved in the complaints handling process.

The student must notify the College in writing of the nature and details of the complaint or appeal.

Written complaints or appeals are to be lodged with the Head of School and then Headmaster.

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.

Complaints and appeals processes are available to students at no cost

Each complainant has the opportunity to present his/her case to the Headmaster.

Students and/or the College may be accompanied and assisted by a support person at all relevant meetings.

The formal complaints and appeals process will commence within 10 working days of the lodgement of the complaint or appeal with the Headmaster.

Once the Headmaster 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.

If the complaints and appeals procedure finds in favour of the student, the College will implement the decision and any corrective and preventative action required within 14 days, and advise the student of the outcome.

The College undertakes to finalise all complaints and appeals procedures within 20 working days.

For the duration of the complaints and appeals process, the student's enrolment and attendance will be maintained.

External Appeals Processes

If the student is dissatisfied with the conduct or result of the complaints and appeals procedure, he/she may, within 2 weeks, seek redress through an external body at minimal or no cost.

If the student wishes to complain or to lodge an external appeal about a decision made or action taken by The 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 or phone 1300 362 072 for more information.

If a student is concerned about the actions of the College they may approach the chief executive of the Department of Education and Training, who, under part 2, division 2 of the Education (Overseas Students) Act 1996, may suspend or cancel the registration of a provider or a course if a breach of the requirements of registration provision is proved. Concerns or complaints about the conduct of a registered provider should be addressed in writing to:

The Manager
International Quality (Schools) Unit
DET
LMB 527
BRISBANE QLD 4001

Other legal redress

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

Definitions

Working Day – any day other than a Saturday, Sunday or public holiday during term time

Student – a student enrolled at the 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/agent not involved in the complaint/appeal