STUDENT GRIEVANCES

Internal Complaints Process

The process of this grievance procedure is confidential and any complaints or appeals are a matter between you and those concerned or directly involved in the complaints handling process.

You 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 you have received notice by the College that the College intends to report you for unsatisfactory course attendance, unsatisfactory course progress or suspension or cancellation of enrolment, you have 20 working days from the date of receipt of notification in which to lodge a written appeal.

Complaints and appeals processes are available to you at no cost.

You will have the opportunity to present your case to the Headmaster. You may be accompanied and assisted by a support person at all relevant meetings.

The formal grievance 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, you will be informed in writing of the outcome and the reasons for the outcome, and a copy will be retained on your file.

If the grievance procedure finds in your favour, the College will implement the decision and any corrective and preventative action required within 14 days, and advise you of the outcome. The College undertakes to finalise all grievance procedures within 20 working days.

For the duration of the appeals process, your enrolment and attendance must be maintained.

External Appeals Processes

If you are dissatisfied with the conduct or result of the complaints procedure, you may, within 2 weeks, seek redress through an external body at minimal or no cost. If you wish to complain or to lodge an external appeal about a decision made or action taken by The College, you 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 you are concerned about the actions of the College you may approach the chief executive of the Department of Education, Training and Employment, 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
DETE
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.

The above processes do not stop students from exercising their rights to other legal remedies. A copy of this policy will be displayed on a noticeboard in the English Language Centre, Student Reception in Grace House and Secondary Reception and every student will be given a copy at Orientation in his/her first week of study.