



# OVERSEAS STUDENTS COMPLAINTS AND APPEALS

**Adopted By:** Principal

**Review Date:** 01/10/2017

**To Be Reviewed:** 01/02/2018

Quinns Baptist College is committed to providing an exceptional standard of education. Should at any stage, the international student be unsatisfied with the level of education provided, they should refer to this policy for information on how to make a complaint.

**First level** Complaint can be made to the Classroom teacher or to the International Student's Form teacher. If the complaint cannot be resolved informally then it goes to Level Two.

**Second Level** The complaint is written up by the student or guardian and presented to the designated support staff member for the International Student.  
For International Primary Students the designated staff member is the Primary Principal.  
For Secondary International Students the designated staff member is the Secondary Deputy Principal (Curriculum).  
The designated staff member investigates the complaint. They will interview the International Student, their guardian and any relevant staff member and have a meeting with all parties together. If the issue remains unresolved then it goes to Level Three

**Third level** For Secondary International students a meeting will be held by the student, guardian, secondary designated staff member and the Secondary Principal. If the issue remains unresolved then it goes to Level Four.

## International Education Conciliation Service

The Department of Education Services offers a free independent conciliation/ mediation service through the International Education Conciliator. Through conciliation, mediation and dispute resolution processes the Conciliator attempts to resolve disputes between international students and their institutions. The Conciliator is able to discuss issues of concern at any stage of the internal complaints and appeals procedure, however, will not become involved in the case until the parties have attempted to resolve the dispute themselves and that attempt has failed. The International Education Conciliator does not replace the providers internal appeal process (as discussed in Standard 8.1 of the National Code) but is an adjunct service for both students and providers. The Conciliator does not provide an external appeal mechanism as described in Standard 8.3 of the National Code.

If either a student or a member of staff at an institution would like to discuss a particular case with an independent person, they can contact the International Education Conciliator by telephone on 08 9441 1900, facsimile 08 9441 1901 or email [conciliation@des.wa.gov.au](mailto:conciliation@des.wa.gov.au).

For Primary International students all the paperwork of the complaint will be sent to the Board. The complaint will be reviewed by the Board and the resolution communicated in writing to the International student and guardian.

**Fourth Level** For the Secondary International student, all paperwork will go to the Board for them to resolve. If the complaint is not resolved it goes to Level Five.  
For the Primary international student the complaint then goes to Overseas Students Ombudsman. The Overseas Students Ombudsman will investigate complaints at no cost to the provider or the student.

**Fifth Level** For the Secondary international student the complaint then goes to the Overseas Students Ombudsman or the State Ombudsman. The Ombudsman will investigate complaints at no cost to the provider or the student.

**Overseas Students Ombudsman** If you wish to lodge an external appeal or complain about this decision, you can contact the Overseas Students Ombudsman. The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider. See the Overseas Students Ombudsman website <http://www.ombudsman.gov.au/about/overseas-student-ombudsman-landing-page> or phone 1300 362 072 for more information.

The West Australian State Ombudsman is a services that Young People can access to make a complaint. They can be accessed via: <http://www.ombudsman.wa.gov.au/youth/youth.html>.

Each party may be accompanied and assisted by a support person at any relevant meetings;

- a. The complainant or appellant will be given a written statement of the outcome, including details of the reasons for the outcome, and
- b. The process commences within 10 working days of the formal lodgement of the complaint or appeal and supporting information and all reasonable measures are taken to finalise the process as soon as possible.

The Ombudsman step is level 4 for Primary International students and Level 5 for Secondary International students.

This complaints procedure is clearly spoken about in the student interview with the student and/or guardian and is in the Student Prospectus.

**NOTE:** International students need to be aware that they could jeopardize their visa in Australia in the following areas:

- i. For attendance (refer to Student Attendance Policy).
- ii. Academic Performance
- iii. Unpaid Fees
- iv. Unacceptable Behaviour (refer to Student Management Policy)