

International Students Complaints and Appeals Policy

1. Commitment to Child Safety

Camberwell Girls Grammar School is a child safe organisation which welcomes all children, young people, their families and their participation. We are committed to providing culturally inclusive environments where all our students are safe and feel safe, and have confidence their voice is heard. We promote positive interactions between students and adults, and between students and their peers based on mutual trust and respect.

Child safety is a shared responsibility. Everyone engaged or employed by Camberwell Girls has a role to play in promoting child safety. All are aware of their responsibility to promptly raise issues or concerns about a child's safety or wellbeing. We have zero tolerance for child abuse and we take proactive steps to identify children who may be at risk or experiencing vulnerability to mitigate harm or distress.

Particular attention is given to the safety needs of Aboriginal or Torres Strait Islander students, those from culturally and linguistically diverse backgrounds, students with disabilities, international students, those unable to live at home and children and young people who identify as LGBTQIA+.

We regularly seek input from students, parents, carers, staff and volunteers in our child safe practices and communicate our policies and ongoing strategies following each systematic review.

2. Purpose

The purpose of Camberwell Girls Grammar School's (CGGS), the "School", International Students Complaints and Appeals Policy is to provide International Students and their Parents with the opportunity to access policies and procedures to facilitate the resolution of a complaint.

One of the School's aims is for all International Students to enjoy their experience at CGGS. However, procedures are in place to manage complaints in an expedient and considered manner.

3. Scope

This Policy applies to International Students, their Parents and Staff who are involved in the administration of International Students.

The School will respond to any complaint or appeal the International Student makes regarding their dealings with the registered provider, the registered provider's education agents, or any related party with whom the registered provider has an arrangement to deliver the international student's course or related services.

If the complaint is brought by a student against another student, it will be dealt with under the School's International Students Behaviour Management Policy.

Complaints arising from the suspension or cancellation of an International Student's studies will be handled under the School's International Students Deferment, Suspension and Cancellation Policy.



4. Definitions

Term	Definition
School	Camberwell Girls Grammar School (Camberwell Girls)
Staff	All staff employed at CGGS.
International Student	Full fee-paying student enrolling on a Student Visa (Subclass 500).
Parents	Parents, guardians, carers.
PEO	Principal Executive Officer.
Complaint	An expression of dissatisfaction with an action taken, decision made, or service provided, or the failure to provide a service, take action or make a decision.
Grievance	A dispute or disagreement between two parties. A grievance is also a complaint one party has against another party for some alleged wrong committed by the second party.
Complainant	The party that brings a complaint against another.
Respondent	The person against whom the complaint is made.
Support Person	Has the role of providing moral support but cannot interfere with procedures and should refrain from interrupting and adding their personal opinion. This person cannot be someone who will be interviewed as part of the investigation.
Resolved	A complaint is considered to be 'resolved' when an acceptable outcome is reached between both the Complainant and respondent.
Finalised	A complaint is considered to be 'finalised' when the Principal has made a final determination on the matter after exhausting the processes set out in this policy.
Unresolved	A complaint is considered to be 'unresolved' when agreement cannot be reached on a course of action and/or a remedy, or if the remedy cannot be implemented.
Registered Provider	An Australian educational institution registered with the CRICOS.
Agent	Agents including education agents assisting families with enrolment. They may be located onshore or offshore.
CRICOS	Commonwealth Register of Institutions and Courses for Overseas Students



5. Roles and Responsibilities

- ◆ The **Principal** is responsible for complying with their legal responsibilities in relation to International Students. They hold overall accountability for ensuring that the system for managing complaints is effective and communicated.
- ◆ The **Head of Senior School** is responsible for:
 - ◆ overseeing all complaints regarding Senior School and ensuring that they are resolved fairly.
 - ◆ ensuring that the policy is regularly reviewed and remains compliant with the relevant authorities and legislation.
- ◆ The **Head of Middle School** is responsible for:
 - ◆ overseeing all complaints regarding Middle School and ensuring that they are resolved fairly.

6. Policy Statement

- ◆ CGGS recognises that the school community has a right to raise genuine issues of concern. It expects that the person raising the concern or complaint will:
 - ◆ raise matters promptly as soon as possible after the issue occurs.
 - ◆ provide complete and factual information.
 - ◆ maintain respect, privacy and confidentiality of everyone.
 - ◆ act in good faith.
 - ◆ acknowledge the common goal to achieve an acceptable and balanced outcome.
- ◆ The School is committed to resolving issues in the first instance through discussion and conciliation and encourages the aggrieved to speak directly with the relevant individual.
- ◆ The School will endeavour to resolve matters as quickly as possible however realises the timeframe for resolution may depend on the complexity, nature and scope of the complaint.
- ◆ The School is committed to the sensitive handling of any complaints and understandings that confidentiality is important.
- ◆ The School will assess complaints or appeals in a professional, fair, and transparent manner.

6.1. Informal Complaint Resolution

In the first instance a concern or complaint should be made directly to the International Student Coordinator to attempt to informally resolve the complaint.

Most times, a complaint will be resolved informally on the first point of contact. If the matter is not resolved following reasonable attempts, the complainant will be advised to make a formal internal complaint.

6.2. Internal Formal Complaint Resolution

When lodging a formal internal complaint, the International Student should lodge the complaint in writing to the Principal outlining the nature and details of the complaint or appeal and any steps taken to resolve the complaint. Refer to **Appendix 1**.



The formal complaints process includes:

- ◆ All formal internal complaints being noted, promptly acted upon and responded to within 10 working days.
- ◆ The School will investigate the complaint and the Principal may call on other parties relevant to the complaint.
- ◆ The International Student may be accompanied and assisted by a support person at all relevant meetings (such as a friend, teacher, relative or guardian not involved in the grievance). Agents and lawyers are not acceptable support persons at this stage of the complaints handling process.
- ◆ Once the Principal has come to a decision, the appropriate course of action will be taken.
- ◆ A written statement of the outcome including reasons for the decision will be given to the complainant and kept on the International Student's file.
- ◆ This process has a right of appeal.

During the complaints process an International Student's enrolment and accommodation or welfare arrangements and attendance in class will remain the same unless extenuating circumstances relating to the welfare of the International Student applies.

6.3. External Formal Complaint Resolution

If the International Students is dissatisfied with the result of the internal complaints procedure, they will be informed of the external complaints and appeals process available at no cost.

This process is confidential, and any complaints or appeals are a matter between the parties concerned and those directly involved in the complaints handling process and the external body.

Any external complaint or appeal must be lodged with the Overseas Student Ombudsman within 10 working days from the date of receiving an intention to report letter for breaches of course letter.

If the external complaints and appeals process results in a decision that supports the International Student, CGGS will immediately implement the decision.

All documentation about the complaint is kept on the International Student file.

For the duration of the external appeals process, the International Student's enrolment will be maintained and attendance at all classes will remain as normal.

The availability of complaints and appeals processes does not remove the right of the International Student to take action under Australia's consumer protection laws.

6.4. External Complaints and Appeals Body

The purpose of the external appeals process is to consider whether the School has followed its policies and procedures, look at the way in which the internal process was handled and the appeal was conducted rather than make a decision in place of the School.

The Overseas Student Ombudsman offers a free and independent service for international students.

To make contact with the Overseas Student Ombudsman visit

<https://www.ombudsman.gov.au/complaints/international-student-complaints> or phone 1300 362 072 for more information.

6.5. Complaints, Appeals and PRISMS

The School will only report an International Student for unsatisfactory course progress or attendance in the Provider Registration and International Student Management System (PRISIMS) after:

- ◆ the internal and external complaints processes have been completed and the breach has been upheld.



- ◆ the International Student has chosen not to access the internal complaints and appeals process within the 10 working day period.
- ◆ the International Student has chosen not to access the external complaints and appeals process within the 10 day working day period.
- ◆ the International Student withdraws from the internal or external appeals process by notifying the School in writing.

7. Related Documents

- ◆ International Students Marketing Policy
- ◆ International Students Recruitment and Enrolment Policy
- ◆ International Students Recognition of Prior Learning Policy
- ◆ International Students Refund Policy
- ◆ International Students EAL Assessment Policy
- ◆ International Students Accommodation, Welfare and Support Policy
- ◆ International Students Emergency and Critical Incident Management Plan
- ◆ International Students Student Transfer Policy
- ◆ International Students Course Progress and Attendance Policy
- ◆ International Students Behaviour Management Policy
- ◆ International Students Deferment, Suspension and Cancellation Policy
- ◆ International Students CRICOS Registration Policy
- ◆ Privacy Policy
- ◆ Child Safety Code of Conduct
- ◆ Student Code of Conduct – Secondary School
- ◆ Parent Code of Conduct

8. Legislative Context

- ◆ Education Services for Overseas Students Act 2000
- ◆ National Code of Practice for Providers of Education and Training to Overseas Students (National Code 2018)
- ◆ Education Services for Overseas Students (ESOS) Framework



9. Governance

9.1. Document Details

Document Details	
Title	International Students Complaints and Appeals Policy
Policy Approver	Principal
Date Approved	May 2024
Policy Owner	Head of Senior School
Date Created	May 2024
Review Timeline	Every 2 years
Date of Next Review	May 2026

9.2. Version Control

Version	Date	Description
1.0	October 2016	Initial version
2.0	15.05.2018	New template with new header Complaints Handling and Appeals Body Complaints, Appeals and PRISMS Further Complaints and Appeals
3.0	12.11.2018	Added Definitions section Replaced DIBP with Department of Home Affairs
4.0	15.05.2019	Carry forward as part of annual review cycle
5.0	May 2022	New template including section on Policy Principles Definitions section added. Carry forward as part of the review cycle.
6.0	May 2024	New template. Definitions section added. Carry forward as part of the review cycle.



6.1

August 2024

Added complaints or appeals assessed in a professional, fair, and transparent manner.
Added statement regarding scope of complaints.
Updated external appeal provisions and Overseas Student Ombudsman details.
Added Appendix 1 Formal Complaint Form

9.3. Audience

Audience	Publication Location
International Students, Parents, Agents	School website



Complaint Details

Please describe the specific details of the complaint.

- ◆ *Describe the incident and/or your concerns.*
- ◆ *Provide a chronology of events if relevant.*
- ◆ *Detail any relevant phone conversations/meetings/emails (attach copies).*
- ◆ *Include key dates and times, such as when the incident occurred.*
- ◆ *Any other relevant information.*

Preferred Outcome

How could this matter be resolved?