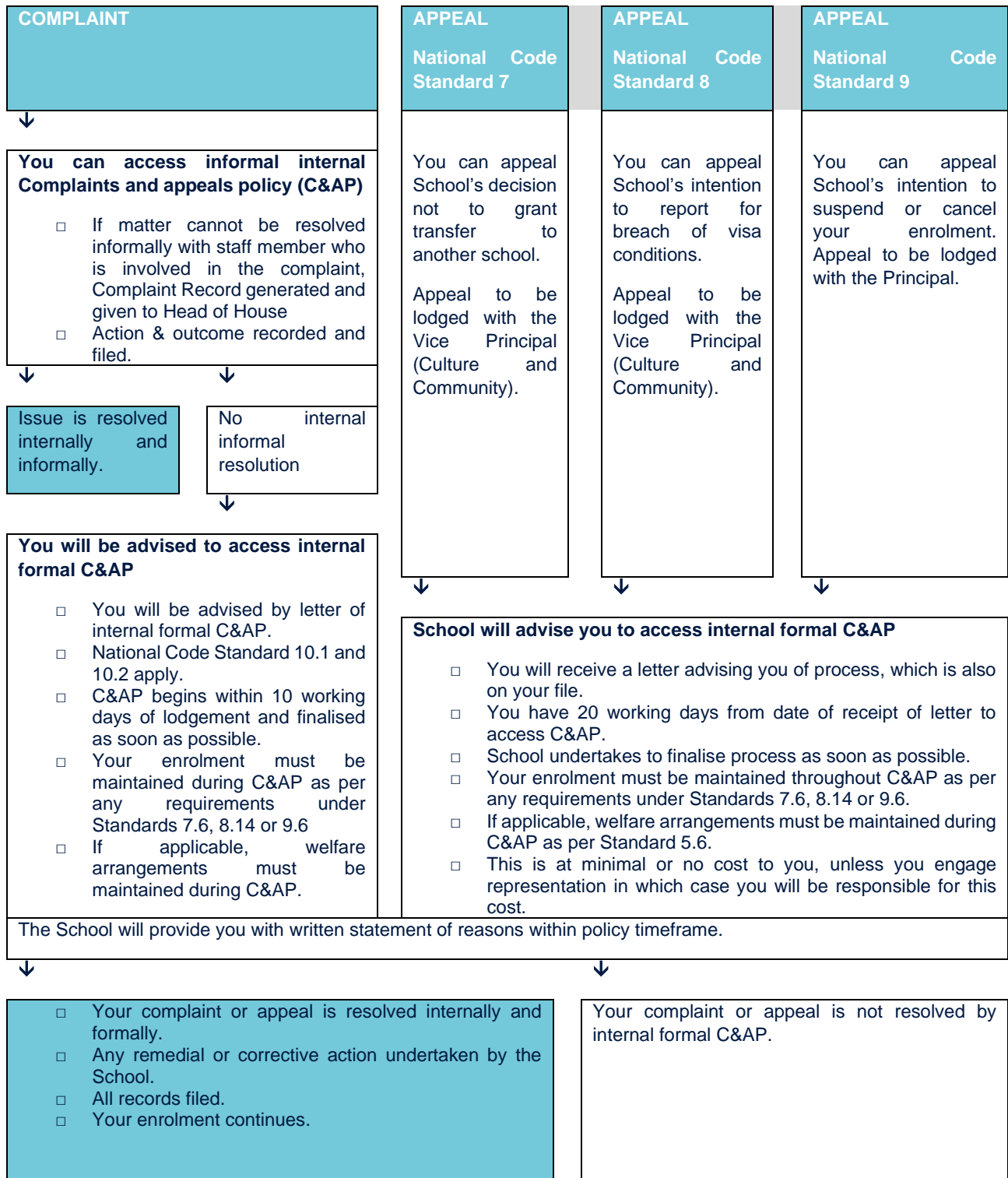# Student Complaints and Appeals Flowchart

1. Flowchart of steps required to be taken by the School pursuant to the *National Code of Practice for Providers of Education to Overseas Students* 2018 for Overseas Students with a complaint or appeal against a decision made by an employee of the School.
2. To be read in conjunction with the Deferring, Suspending or Cancelling a Student's Enrolment Policy, and the Complaints and Appeals Policy.
3. Overseas students can make a complaint or appeal about their dealings with the School, the School's Education Agents or any related party the School has an arrangement with to deliver a course or related service.

COMPLAINT

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You can access informal internal Complaints and appeals policy (C&AP)

- □ If matter cannot be resolved informally with staff member who is involved in the complaint, Complaint Record generated and given to Head of House
- □ Action & outcome recorded and filed.

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Issue is resolved internally and informally.

No internal informal resolution

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You will be advised to access internal formal C&AP

- □ You will be advised by letter of internal formal C&AP.
- □ National Code Standard 10.1 and 10.2 apply.
- □ C&AP begins within 10 working days of lodgement and finalised as soon as possible.
- □ Your enrolment must be maintained during C&AP as per any requirements under Standards 7.6, 8.14 or 9.6
- □ If applicable, welfare arrangements must be maintained during C&AP.

APPEAL

National Code Standard 7

You can appeal School's decision not to grant transfer to another school.

Appeal to be lodged with the Vice Principal (Culture and Community).

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APPEAL

National Code Standard 8

You can appeal School's intention to report for breach of visa conditions.

Appeal to be lodged with the Vice Principal (Culture and Community).

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APPEAL

National Code Standard 9

You can appeal School's intention to suspend or cancel your enrolment. Appeal to be lodged with the Principal.

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School will advise you to access internal formal C&AP

- □ You will receive a letter advising you of process, which is also on your file.
- □ You have 20 working days from date of receipt of letter to access C&AP.
- □ School undertakes to finalise process as soon as possible.
- □ Your enrolment must be maintained throughout C&AP as per any requirements under Standards 7.6, 8.14 or 9.6.
- □ If applicable, welfare arrangements must be maintained during C&AP as per Standard 5.6.
- □ This is at minimal or no cost to you, unless you engage representation in which case you will be responsible for this cost.

The School will provide you with written statement of reasons within policy timeframe.

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- □ Your complaint or appeal is resolved internally and formally.
- □ Any remedial or corrective action undertaken by the School.
- □ All records filed.
- □ Your enrolment continues.

Your complaint or appeal is not resolved by internal formal C&AP.

You will be advised of right to access external C&AP via OSO http://www.ombudsman.gov.au/about/overseas-student-ombudsman-landing-page at minimal or no cost within 10 working days of concluding the internal C&AP.

If you wish to externally appeal against the School's decision to not grant a transfer to another school (Standard 7), you must maintain your enrolment at the School (and welfare arrangements if applicable) until the appeals process is complete and finds in your favour.

If you wish to externally appeal against the School's decision to report for breach of visa condition, the School must maintain your enrolment (and welfare arrangements if applicable) until completion of the external appeals process. No report will be made in PRISMS until the external appeal finds in favour of the School, you choose not to access the external C&AP within 10 working days, or you withdraw from the external C&AP process in writing to the Vice Principal (Standard 8.14)

If you wish to externally appeal against the School's decision to suspend or cancel your enrolment because of misbehaviour, failure to pay fees, or other agreed conditions of enrolment under Standard 9, the School need not await the outcome of the external process before changing your enrolment status in PRISMS.

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External C&AP finds in favour of school
School takes appropriate action and keeps all records of process on file.

External C&AP finds in favour of you

School immediately implements any decision and/or corrective or preventative action required and will advise you of the outcome and action taken as per National Code Standard 10.4 and keeps all records of process on file.