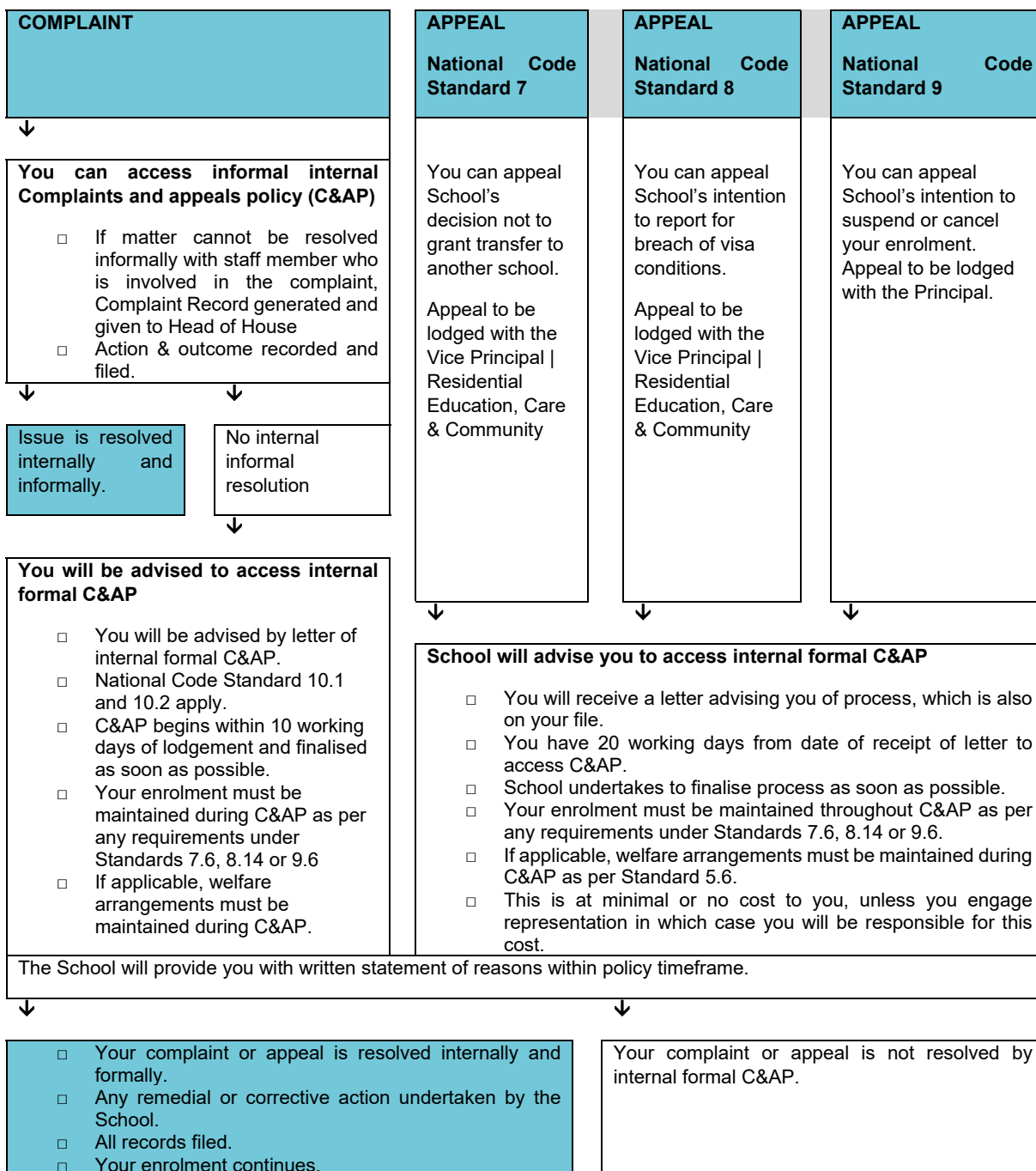


# GEELONG GRAMMAR SCHOOL | OVERSEAS STUDENT PROGRAMME

## 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.





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 | Residential Education, Care & Community (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.



**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.