

## INTERNATIONAL STUDENTS COMPLAINTS APPEALS POLICY

**Source of Obligation** Standard 10 of the National Code requires the College to have and implement a documented appeals process and policy, and provide the international student with comprehensive, free and easily accessible information about that process and policy.

**Heatherton Christian College's Policy** It is the College's policy that if a formal complaint received by, or related to, an international student is not resolved to the satisfaction of the complainant, it may, at the request of the complainant, be escalated to an internal Appeals Panel.

**Appeals Panel** An Appeals Panel will be assembled as needed and will be made up of a minimum of three members who have the requisite independence from the issue at hand to address the appeal on its merits, in a professional, fair and transparent manner. Staff who hold the following positions are eligible to sit on the Appeals Panel:

- The Executive Principal
- Deputy Executive Principal
- Heads of House
- Year Group Coordinators
- Business Manager

The make-up of the Appeals Panel will be determined by the Executive Principal on a case-by-case basis, depending on availability and the nature and complexity of the complaint to be considered.

Where the matter is escalated to an Appeals Panel, the Panel aims to resolve the complaint within 28 days from the date of referral and, in any event, no later than 42 days after the original complaint was received.

**Right to Access External Appeals Processes** If an international student is not successful in the College internal appeals process, the College must advise the international student within 10 working days of concluding the internal review of the international student's right to access an external complaints handling and appeals process at minimal or no cost.

The College directs students to the Overseas Student Ombudsman (OSO).

The OSO investigates complaints about problems that international students or intending international students may have with private education and training in Australia. The contact details for the OSO are as follows:

**Call:** 1300 362 072 within Australia. Outside Australia call +61 2 6276 0111.

**Enquiries:** 9:00am to 5:00pm Monday to Friday, Australian Eastern Standard Time (Australian Eastern Daylight Time when daylight savings is in effect)

**Postal:** Commonwealth Ombudsman, GPO Box 442 Canberra ACT 2601.

**Website:** <http://www.ombudsman.gov.au/>

**Purpose of External** The College must inform an international student who wishes to access the services of the OSO that, in most cases, the purpose of the OSO is to investigate whether the College has

**Appeals Process**

followed our own internal policies and procedures. Generally, the OSO does not make a decision in place of the College.

**Result of Appeal Process**

If the internal or external appeal process results in a decision or recommendations in favour of the international student, the College must immediately implement the decision or recommendation and/or take preventative or corrective action required by the decision and advise the international student of that action.

**Record Keeping**

The College maintains a full Complaints Register including the details, outcome and reason for the outcome, including any appeals requests or decisions, of each complaint received by the College. The Complaints Register is maintained in accordance with our [International Students Records Management and Retention Policy](#).