

International Students Complaints and Appeals Policy and Procedure

1. PURPOSE

This policy provides for an internal complaints handling and appeals process for international students so that they may raise grievances that might arise during their time at Kingswood College.

Kingswood College has a commitment to quality programs, student welfare and our Mission Statement. Accordingly, this policy should be read in conjunction with all other student policies developed and implemented by the College. In particular, this policy focuses on establishing mechanisms to address any complaints by students, whether they be prospective, currently enrolled or former students.

Kingswood College Ltd is listed on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS Provider No. 001550G) and is required to adhere to the Education Services for Overseas Student (ESOS) Act 2000 and National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code).

2. SCOPE

This policy applies to all current, former and future international students of Kingswood College and their parents and/or legal guardians.

3. GUIDING PRINCIPLES

The College is committed to resolving complaints or grievances through informal and amicable discussions before a formal process is undertaken. However, if a formal complaint or grievance is made it will be dealt with efficiently and ensuring that the outcomes are consistent, fair and just and that all processes are cost free to the student.

Confidentiality is to be maintained in all matters relating to a student complaint. Information shall be given only on a 'need to know' basis and students shall be made fully aware of the strict confidentiality that will be applied during all stages of the complaints process.

4. PROCESS AND PRACTICES

The complaints process consists of a number of stages and may involve various members of the College staff and College Executive team, depending on the nature of the complaint.

Students and their parents/local support person may have concerns or grievances regarding but not limited to:

- (a) Application and enrolment process
- (b) Behaviour and discipline
- (c) The management by the College of student conduct and welfare matters
- (d) Delivery of educational services and academic programs
- (e) Homestay accommodation matters

- (f) Financial and contractual issues
- (g) academic matters and course content or progress including assessment and reporting
- (h) Education agents appointed by the College.

Students/parents should, in the first instance, report the concerns to the International Student Coordinator for direction on the most appropriate avenue for clarification of the issue and lodging of an informal complaint.

Where the complaint is not resolved informally to the student/parents satisfaction, then the student and/or parent may lodge a formal complaint using the College's Complaint Form.

5. NATURE OF COMPLAINT AND INFORMAL RESOLUTION

- 5.1 Where a student has a complaint relating to the application and/or enrolment process he/she should, in the first instance, make contact with the International Student Coordinator who shall respond after consultation with the Registrar or Director of Community Engagement.
- 5.2 Where a student has a complaint relating to assessment and/or reporting he/she should, in the first instance, make contact with the International Student Coordinator who shall investigate and respond after consultation with the Subject Teacher, Precinct Leader or Deputy Principal.
- 5.3 Where a student has a complaint relating to the quality of delivery, course content and/or teaching and learning practices he/she should, in the first instance, make contact with the International Student Coordinator who shall investigate and respond in consultation with the Subject Teacher, Precinct Leader or Deputy Principal.
- 5.4 Where a student has a complaint concerning behaviour and/or discipline matters relating to other students or staff he/she should, in the first instance, make contact with the International Student Coordinator who shall investigate and respond after consultation with the Year Level Coordinator or Head of School.
- 5.5 Where a student has a complaint relating to financial and contractual issues, the College policy on these matters is clearly stated in the International Student Enrolment Agreement - Terms and Conditions. The International Student Coordinator will assist the student, their parent or agent to raise queries relating to fees with the College Business Office. If the student, parent or agent is dissatisfied with the advice or instructions provided by the Business Office, he or she may write to the Business Manager who will convey a decision in writing to the parent. If the student, parent or agent is still dissatisfied with the outcome, he or she may follow the necessary steps to lodge a Formal Complaint or Appeal.

6. PROCESS FOR INFORMAL COMPLAINT RESOLUTION

- 6.1 The International Student Coordinator will interview the student and /or receive and record details on the substance of the complaint from the parent. Notes will be made on the substance of the complaint.
- 6.2 The International Student Coordinator will then gather further information by interview or discussion with relevant stakeholders. Notes will be made as further information is gathered.
- 6.3 A decision on the nature and mode of response to the student or parent will be made by the International Student Coordinator in consultation with the relevant member of the College Executive Team.
- 6.4 The International Student Coordinator undertakes to meet with the student or report back to the parent to ascertain whether they understand and accept the informal resolution. Notes will be made of that informal resolution and student/parent response to same. If the complaint is resolved informally to the

student/parent satisfaction, in the first instance, a record shall be made and placed on the student file. If required, relevant College personnel shall be informed if a change to current policy and/or practice is recommended to avoid similar student complaints in the future.

7. FORMAL HEARING FOR COMPLAINT RESOLUTION

7.1 Request for Formal Complaint Resolution

- (a) If the complaint is not resolved to the student's satisfaction, then the student shall be advised in writing of their right to register a formal complaint to the College, including a statement that such a formal complaint must be lodged within 20 working days of the completion of the Informal Resolution process. The international student/parent will be guided by the International Student Coordinator on accessing the pro-forma Complaint Form to be completed to register a Formal Complaint or Appeal.
- (b) The approved *Complaint Form* is annexed to this policy.
- (c) The Formal Complaint and Appeal Hearing must occur within ten working days of the lodgment of the *Complaint Form*. The scheduled date of the Formal Hearing must be set by negotiation with the student to allow every opportunity for support persons to be present.
- (d) International Students are also advised that they must maintain attendance and involvement in all required College programs while the Formal Complaints and Appeals process is underway.

7.2 Panel Members for the Hearing of Formal Complaints and Appeals

- (a) Issues of Academic Progress and Course Assessment Panel Members: Principal/Deputy Principal, and Head of School.
- (b) Issues of a Student Welfare/Disciplinary nature Panel Members: Principal/Deputy Principal and Head of School
- (c) Issues Associated with Homestay Accommodation Panel Members: Principal/Deputy Principal and Director of Community Engagement
- (d) Issues Associated with Contractual Arrangements with Kingswood College Panel Members: Principal/Deputy Principal and Business Manager

The Student may attend the Formal Hearing alone or may attend with a parent/local support person or a nominated Staff member of the College as their support person.

8. FORMAL COMPLAINT HEARING PROCESS

- 8.1 A Panel Hearing will commence with the Chair of the Panel outlining the nature of the complaint.
- 8.2 The student/parent shall then be provided with an opportunity to provide further explanation of their concerns, to present any further information in their favour.
- 8.3 Panel Members are then able to question the parent/student on their claims.
- 8.4 The Panel will then deliberate in private on their final decision.
- 8.5 The student/parent shall then be called back to the Panel for a verbal explanation of the Panel decision.
- 8.6 A written summary of the final decision by the Panel shall be issued to the student/parent within five working days. If the complaint is resolved formally to the student's satisfaction, a record shall be made and placed on the student file. If required, relevant College personnel shall be informed if a change to current policy and/or practice is recommended to avoid similar student complaints in the future.

9. APPEAL

- 9.1 If the student complaint is still not resolved to the student/parent's satisfaction, then the College will advise the student within 10 days of concluding the internal process of the student's right to access an external complaints handling and appeals process at minimal or no cost.
- 9.2 The College will give the student the contact details of the appropriate complaints handling and external appeals body, which may include either of the following, depending on the nature of the complaint and how the student wishes the complaint to be dealt with:

Overseas Student Ombudsman

Melbourne Office
Level 6, 34 Queen Street, Melbourne
Phone Contact: 1300 362 072
Website: www.ombudsman.gov.au

Dispute Settlement Centre of Victoria

4/456 Lonsdale Street, Melbourne
Phone Contact: 1300 372 888
Website: www.disputes.vic.gov.au

- 9.3 A record of the process shall be maintained on the student file in a manner consistent with the College Privacy Policy provision.

10. OUTCOMES

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

If the student's appeal relates to a decision to cancel the student's enrolment, the College will wait for the internal complaints process to be completed before it can proceed.

Further, the College will not report the student through PRISMS for unsatisfactory course progress or attendance until after:

- (a) the internal and external complaints processes have been completed and the breach has been upheld;
- (b) the student has chosen not to access the internal complaints and appeals process within a 20 working day period;
- (c) the student has chosen not to access the external complaints and appeals process; or
- (d) the student withdraws from the internal or external appeals process, by notifying the College in writing.

11. RECORD KEEPING

All documentation and information collated supporting a complaint is to be securely stored in student files under the supervision of the Registrar and may be used to demonstrate what steps were taken to settle the complaint or grievance.

The College will also make a record of the complaint that includes:

- (a) date when the complaint was first raised;
- (b) name of the student making the complaint;
- (c) detailed statement of the nature of the complaint and other persons involved;
- (d) the procedures followed and the time frame for undertaking an investigation, if required, and for reporting the outcome;
- (e) statement of the outcome/s and reasons for the outcome.

12. RELATED POLICIES AND DOCUMENTS

- International Student Compliant Form
- International Students Enrolment Agreement (Written Agreement)
- International Student Handbook
- International Student Enrolment Policy and Procedures
- International Student Refund Policy and Procedures
- International Student Request for a Refund form
- International Student Deferment Suspension and Cancellation of Enrolment Policy and Procedures
- International Student Transfer Request Policy and Procedures;
- International Student Monitoring Attendance and Academic Policy and Procedures
- Student Accommodation and Welfare Arrangements Policy and Procedures



Kingswood College

International Students

Complaint Form

To make a formal complaint to Kingswood College, please complete the attached form. The College will respond to your complaint in accordance with *International Student Complaints and Appeals Policy and Process* or *Complaints and Grievances Policy*.

A. Your contact details

Full Name:

Contact phone:

Contact email:

Address:

Suburb:

Postcode:

State:

B. Complainant's category

Parent

Carer

Family member

Educator

Student

Staff member

Other: _____

C. About your complaint

Describe your complaint and include the following:

- describe the situation and/or your concerns
- include key dates and times, such as when the incident occurred
- if known, include the names of College staff involved
- details of any telephone conversations or emails
- any other information that you think is relevant to your complaint

Attach extra pages as required including copies of supporting documents relevant to your complaint.

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Kingswood College Ltd
CRICOS Provider No: 00150G



D. What action would you like to see as a result of your complaint?

E. What actions have you already taken?

Have you raised your complaint with the Wellbeing Mentor, Year leave Coordinator, International Student Coordinator, Head of School or Classroom teacher and attempted to resolve your complaint informally?

If yes, what was the outcome?

If no, was there a particular reason?

Yes

No

Signature:

Date:

F. Forward completed form to:

Principal

Address: 355 Station Street, Box Hill, Victoria, 3128

Email: principal@kingswoodcollege.vic.edu.au

G. Privacy statement

Kingswood College has an information privacy policy and handles personal information in accordance with the Victorian Privacy laws: the Information *Privacy Act 2000* and the *Health Records Act 2001*.

Refer to the College's [Privacy statement](#).