



Enter to Learn, Go out to Serve

International Student Complaints and Appeals Policy

Rationale

Macarthur is committed to creating an environment that values strong relationships and open communication. The School acknowledges that international students and their parents should have access to a complaints and appeals procedure that allows them to make complaints when dissatisfied with an aspect of the School.

In order to maintain strong relationships with international parents and students, the School aims to resolve conflicts so that all parties achieve satisfactory outcomes.

The Complaints and Appeals process is designed around the National Code Standard 10 to offer students and their parents a fair and transparent process to have their concern addressed.

Background

Any complaint made by a student or their parent will be considered confidential between the parties concerned and the School staff tasked to manage the complaint. All complaints will be dealt with in an objective and unbiased manner. Complaints may be lodged informally in first instance and formally if the matter remains unresolved.

The School does not charge students a fee to lodge a complaint.

Students may make complaints/ appeals regarding dealings with

- The registered provider – The Council of Macarthur Anglican School 02269K
- The registered provider's listed Education Agents (refer to the School Website for the full listing)
- Parties that the provider has arrangements with to deliver the course or related services (e.g homestay providers)

Complaints between two students are not addressed within this policy. These complaints are addressed within the Student Behaviour and Discipline Policy or the Student Bullying and Harassment Policy.

Informal Complaints (Internal)

Students and families are encouraged to seek an informal resolution to their concern in the first instance via mediation or informal resolution. Students are able to bring a support person to any informal complaint discussion.

- **STEP 1** – Discuss the problem with the appropriate staff member. The International Registrar can assist to direct students to the most appropriate person to speak to.
- **STEP 2** - If the complaint is still unresolved, it can then be discussed with the Deputy Headmaster.
- **STEP 3** – If the complaint remains unresolved, a formal complaint may be lodged. See procedure for Formal Complaints below.

Formal Complaints/ Appeals (Internal)

Complaints/ Appeals Panel

A complaints panel will be established in the first instance to assist with addressing any complaint. This panel may consist of any three of the following:

- The Headmaster
- Deputy Headmaster
- Dean of Studies
- Dean of Students
- Head of School (that relates to the student making the complaint/ appeal)
- Chaplain
- International Registrar

The student may also bring with them a support person to the meeting. The support person may or may not be a member of the School staff.

- **STEP 1** - Written complaints should be lodged with the Headmaster in writing.
- **STEP 2** - Formal complaints will receive a written response within 5 working days from being received. In this letter the process that will occur to hear the complaint will be explained.
- **STEP 3** - A panel will be formed. The panel will consist of three members listed on the complaints panel. A fair and transparent process will occur to hear the complaint where all parties can explain their side of the complaint.
- **STEP 4** - A written decision from the Headmaster will be provided to the student within 28 working days from Step 3 and no longer than 42 working days from Step 1. This decision will also be explained by a member of the panel who has heard the complaint. In the event that the student is not successful in the internal complaint process, the student will within 10 days be provided with the details of the Ombudsman.
- **STEP 5** - If the student is satisfied with the result, the matter is considered resolved. A copy of the decision and all related documents will be kept in the student file.

External Complaints/Appeals

If the student remains unsatisfied, they will be provided with the details of the International Student Ombudsman to make a complaint/ appeal. This will be provided with 10 working days of a decision.

Overseas Students Ombudsman

www.oso.gov.au

phone 1300 362 072

In the event that a student is issued with a notice to terminate their enrolment or report a failure to make Academic Progress or comply with Attendance requirements, and within the 20 days appeals period, the student makes an appeal to the Ombudsman, the School will commit to maintaining the welfare arrangements for the student until the resolution is determined.

If the student advises the School in writing that they withdraw from the appeals process, the School will proceed to report the student via PRISMS.

If an external appeal finds in favour of the student, the School will appropriately act upon the decision/ recommendation of the Ombudsman and undertake preventative or corrective action as outlined in the Ombudsman's determination. The student will duly be advised of the action the School is taking.

The International Registrar will be responsible to ensuring all documentation in relation to Complaints and Appeals for international students are maintained in the student files.

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