

# Complaints and Appeals Policy (International Students)

Policies and Procedures | Kormilda College Ltd | CRICOS 00971D

*Welcome to our world!*



## RELEVANT TO

Registrar, International Student Services, Parents/Guardians, International Students

## RESPONSIBLE OFFICER

Principal

## REVIEW DATE

March 2019

## ENDORSED BY

SMT in March 2016

## INTRODUCTION

Kormilda College provides students and their parent(s)/guardian(s) with the opportunity to access procedures to help to resolve a dispute or complaint. The internal complaints and appeals processes are conciliatory and non-legal.

A copy of this policy will be provided to the student and parent(s)/guardian(s) prior to a written agreement being signed.

## INFORMAL COMPLAINTS

In the first instance, it is desirable to resolve issues informally, through mediation. If the matter cannot be resolved through mediation, the matter will be referred to the Principal and will be treated as a formal complaint.

## FORMAL COMPLAINTS

Complaints and appeals processes are available to students at no cost.

All information is treated as confidential and discussion of the matter is confined to the parties concerned and those directly involved in the complaint handling process.

The student must notify the Principal in writing of the nature and details of the complaint or appeal. If the process is being accessed because the student has received notice that the College intends to report him/her for unsatisfactory attendance, unsatisfactory course progress or suspension or cancellation of enrolment, the student has 20 working days from the date of notification in which to lodge a written appeal.

Each complainant has the opportunity to present their case to the Principal, and may have a support person present at any meeting.

Kormilda College undertakes to commence all grievance processes within five working days, and finalise the process as soon as practicable. The student's enrolment and attendance must be maintained for the duration of the process unless absence is due to illness, for which a medical certificate must be obtained.

Once the Principal has come to a decision regarding the complaint or appeal, the student will be informed in writing of the outcome and the reasons for the outcome and a copy will be retained on the student's file.

If the grievance procedure finds in favour of the student, Kormilda College will immediately implement the decision and any action required, and will advise the student of the steps taken to rectify the situation.

## EXTERNAL APPEALS

External complaints mechanisms should be pursued only when internal complaints mechanisms have been exhausted.

If the student is dissatisfied with the conduct or result of the complaints procedure, he/she may seek independent mediation through an external body at minimal or no cost. This process should be initiated within 10 days of the notification of the outcome of the original appeal.

Students who are not satisfied with the schools internal appeals processes can contact the Overseas Students Ombudsman. This is a free and independent service for overseas students who have a complaint or want to lodge and external appeal about a decision made by their private school provider. See the Overseas Students Ombudsman website [www.oso.gov.au](http://www.oso.gov.au) or | **Phone: 1300 362 072**. You can also contact the local Territory Consumer Protection Agency, NT Consumer Affairs.

The Overseas Students Ombudsman offers a free and independent service for overseas students. Please see: [www.oso.gov.au](http://www.oso.gov.au) or **phone 1300 362 072** for more information.

For refunds not paid in the required time frame, students can contact the Tuition Protection Service (TPS) for help: [www.tps.gov.au](http://www.tps.gov.au)

If a student is concerned that the College may be in breach of CRICOS registration requirements, they may approach the Chief Executive of the NT Department of Education who under Part 2, Division 2 of the Education (Overseas Students) Act 1996, may suspend or cancel the registration of a provider or a course if a breach of the requirements of registration is proved. Concerns about the conduct of a registered provider should be addressed in writing to:

### **The Manager**

International Quality (Schools) Unit  
DETE  
LMB 527  
Brisbane QLD 4001

The student has the right to pursue other legal remedies if required. Independent legal advice may be obtained if desired.