

# international students complaints handling policy

## source of obligation

Standard 10 of the National Code requires the College to have and implement a documented internal complaints handling process and policy, and provide international students with comprehensive, free and easily accessible information about that process and policy.

It is the College's policy to provide access to the College's Complaints Handling Policy to our international students for both formal and informal complaints which are managed through the College's Complaints Handling Program.

The College will respond to any complaint an international student makes regarding their dealings with the College, the College's Education Agents or any related third party the College has an arrangement with to deliver the international student's course or related services.

## lodging a formal complaint

To lodge a formal complaint, the international student or their parent/guardian must refer their formal complaint to our Complaints Manager.

Once the complaint has been received by the Complaints Manager, they will review the complaint and, where appropriate assign a relevant Complaints Officer to manage the complaint.

The Complaints Officer will inform the international student or their parents/guardians that the complaint has been received and the College will commence the assessment of the complaint within 10 working days from the date the complaint was lodged.

For more information, refer to our Complaints Handling Program.

## managing complaints

The College will commence assessing a complaint from an international student within 10 working days from the date on which the complaint was lodged.

The complaint will be assessed and managed in accordance with the College's Complaints Handling Program.

## maintaining enrolment

During the complaints process, the College will maintain the enrolment of the international student.

## internal appeal

If an international student or their parents/guardians are not satisfied with the result of the College's complaints handling process, they can decide to internally appeal the College's decision. Refer to our International Students Complaints Appeals Policy.



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## records of course attendance

The College keeps records in relation to international students' satisfactory course attendance. These include:

- records of our attendance monitoring
- any evidence from a student in relation to an absence.

## right to access external appeals

If an international student or their parents/guardians are not satisfied with the result from the College's internal complaints process, the College must advise the international student within 10 working days of concluding the internal review of their right to access an external complaints handling and appeals process at minimal or no cost.

The College must give the international student the contact details of the appropriate complaints handling and external appeals body. Refer to our International Students Complaints Appeals Policy.

## record keeping

The College ensures that complainants are given a written statement of the outcome of the complaint, including detailed reasons for the outcome.

The College maintains a full Complaints Register including the details, outcome and reason for the outcome of each complaint received by the College.

All statements and the Register are maintained in accordance with our International Students Records Management and Retention Policy.



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