Lourdes Hill College
International Students Complaints and Appeals Policy

Purpose

The Lourdes Hill College International Students Complaints and Appeals Policy has to be read in conjunction with the College Formal Complaints Policy when applicable. The Lourdes Hill College International Students Complaints and Appeals Policy outlines processes that comply with Commonwealth and State requirements. Access to this process is available to an international student at any time. This Policy has prescribed conditions under Standards NCS 7, 10, 11 and 13 of the National Code. If the College’s Complaints and Appeals process is invoked under any of these standards, provisions under Standard 5 will also be applicable if the student is under 18 years of age and the College has approved accommodation and welfare arrangements.

A purpose of this Policy is to provide a student and parents/legal guardians with the opportunity to access procedures to facilitate the resolution of dispute or complaint. The internal complaints and appeals processes are conciliatory and non-legal.

A copy of this policy is provided to students prior to enrolment and is again provided to students within seven days of commencement of studies. The Complaints and Appeals Policy is provided to students:

   a) In pre-enrolment pack
   b) On the College website
   c) During orientation
   d) At the Student Reception on request
   e) From the Director of International Education on request

Definitions:

   a) Working day – any day other than Saturday, Sunday or a public holiday during term time

   b) Student – a student enrolled at Lourdes Hill College or the parents/legal guardians of a student who is under 18 years of age.

1. Complaints against other students

Grievances brought by a student against another student will be dealt with under the College’s Discipline and Behaviour Policy.
2. Informal Complaints Resolution

a) Lourdes Hill College requests there is an attempt to informally resolve the issue through mediation or informal resolution of the complaint.
b) Students should contact their House Coordinator in the first instance to attempt mediation/informal resolution of the complaint.
c) If the matter cannot be resolved through mediation, the matter will be referred to the Director of International Education and the College International Formal Complaints and Appeals Procedure will be followed (see below).

It is the role of the following staff members to undertake these steps in the event of a student accessing the College Complaints and Appeals process:

<table>
<thead>
<tr>
<th>Staff Member</th>
<th>Action</th>
<th>Reference</th>
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<tbody>
<tr>
<td></td>
<td>Attempting informal resolution of the problem, if needed a native-</td>
<td>National Code 8.1a</td>
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<td>speaking staff member or a translator if no native-speaking staff</td>
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<td>member is available may be engaged in conflict resolution if a student</td>
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<td>or the College feel this need.</td>
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3. Formal Complaints Handling Procedure

a) The process of these grievance procedures is confidential and any complaints or appeals are a matter between the parties concerned and those directly involved in the complaints handling process.
b) The student must notify the College in writing of the nature and details of the complaint of appeal.
c) Written complaints or appeals are to be lodged with the Director of International Education or with any member of the College Leadership Team (Assistant and Deputy Principals and the Principal).
d) Where the internal complaints and appeals process is being accessed because the student has received notice by the College that the College intends to report her for unsatisfactory course attendance, unsatisfactory course progress or suspension or cancellation of enrolment, the student has 20 working days from the date of receipt of notification in which to lodge a written appeal.
e) Complaints and appeals processes are available to students at no cost.
f) Each complainant has the opportunity to present her case to the Principal or the Director of International Education.
g) Students and/or the College may be accompanied and assisted by a support person at all relevant meetings.
h) The formal grievance process will commence within 10 working days of the lodgement of the complaint or appeal with the Director of International Education and this will be forwarded to the Principal who will assess the complaint.
i) 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.

j) If the grievance procedure finds in favour of the student, the College will immediately implement the decision and any corrective and preventative action required, and advise the student of the outcome.

k) The College undertakes to finalise all grievance procedures within 10 working days.

l) For the duration of the appeals process, the student’s enrolment and attendance must be maintained.

4. External Appeals Processes

a) If the student is dissatisfied with the conduct or result of the complaints procedure, she may seek redress through an external body at minimal or no cost. The student has to access the external appeals process within 14 days.

b) If the student wishes to complain or to lodge an external appeal about a decision made or action taken by the College, she may contact the Overseas Students Ombudsman at no cost. The Overseas Students Ombudsman offers a free and independent service for overseas students. Please see www.oso.gov.au or phone 1300 362 072 for more information.

c) If a student is concerned about the actions of the College she may approach the Chief Executive of the Department of Education Training and Employment 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 provision is proved. Concerns or complaints about the conduct of a registered provider should be addressed in writing to The Manager, International Quality (Schools) Unit, DETE, LMB 527, Brisbane, Queensland 4001.
5. Other Legal Redress

Nothing in the College’s Complaints and Appeals Policy negates the right of an overseas student to pursue other legal remedies.