

Policy: International Student Complaints

DEFINITIONS

Complaint means

An approach to the school by or on behalf of a student that expresses dissatisfaction or unhappiness with some element of the student's enrolment at the school. Complaints may relate to pastoral care, accommodation, the education programme, or any other element of the student's enrolment. Complaints can be made formally or informally and are dealt with through the school's internal complaint procedures.

Where a student is unable to access a school's internal complaint process or is dissatisfied with the outcome of that process, a formal approach may be made to the Code Administrator/DRS or iStudents complaints.

COMPLAINT POLICY

Purpose

This policy makes clear factors that will be considered to ensure a proper and fair process is in place to resolve complaints by students or their families.

This policy should be read in conjunction with the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 (the Code).

Rationale

If we comply with Outcomes 13-20 of the Code, maintain positive relationships with our students, provide excellent pastoral care and work towards resolving minor issues before they become too big, most student grievances can be settled before a formal complaint is laid.

To ensure that complaints are dealt with fairly and effectively, we must have clear and robust processes in place.

Managing Complaints

The school will ensure that its procedures for dealing with complaints will include the following:

1. A clearly communicated internal process for international students, their parents, or other parties to raise a complaint and have it resolved.
2. Clearly defined internal procedures which the school follows to resolve complaints from international students, their parents, or other parties.
3. An undertaking to deal with all complaints in a fair and reasonable manner with the intent of resolving concerns effectively and within a reasonable timeframe.

4. A clearly communicated complaints process for students, parents, or other parties to follow in the event a student is not satisfied with the outcome from a school's internal process.
5. An undertaking that the school will comply with all aspects of the Code and Disputes Resolution Scheme rules.

Review

The school will review procedures relating to this policy as part of the annual self-review. The school will collect and record appropriate evidence of the review.

Reporting

The staff member in charge of the international student programme will report directly to the Principal on the operation of the Complaint Policy.

Policy Written	23 April 2025 N Jacobsen
Policy Approved	
Review Date	