

# Strathcona Baptist Girls Grammar School

## Overseas Students Complaints Handling Policy

<i>Policy designation</i>	<i>P028RM0419-24</i>	<i>Policy audience</i>	<i>Public</i>
<i>Approval date</i>	<i>05/04/2019</i>	<i>Policy owner</i>	<i>Overseas Student Coordinator</i>
<i>Released to audience</i>	<i>05/04/2019</i>	<i>Version</i>	<i>1</i>
<i>Review date</i>	<i>04/04/2021</i>	<i>Approval authority</i>	<i>Risk &amp; Compliance Manager</i>

### Source of Obligation

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

### Strathcona's Policy

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

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

### Lodging a Formal Complaint

To lodge a formal complaint, the overseas student or their parent/guardian must refer their formal complaint, in writing, to our Complaints Manager. For the purpose of this policy, the Complaints Manager is the Business Manager, or appointed delegate.

Once the complaint has been received by the Complaints Manager, they will review the complaint and, where appropriate assign a relevant staff member to investigate, and report on, the complaint.

The Complaints Manager will inform the overseas student or their parents/guardians that the complaint has been received and the School will commence the assessment of the complaint within the timeframes noted in the Service Standards section of the Complaints and Grievances Policy.

For more information, refer to our Complaints and Grievances Policy.

### Managing Complaints

The School will commence assessing a complaint from an overseas 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 School's Complaints Handling Program.

### **Maintaining Enrolment**

During the complaints process, the School will maintain the enrolment of the overseas student.

### **Internal Appeal**

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

### **Right to Access External Appeals**

If an overseas student or their parents/guardians are not satisfied with the result from the School's internal complaints process, the School must advise the overseas 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 School must give the overseas student the contact details of the appropriate complaints handling and external appeals body. Refer to our Overseas Students Complaints Appeals Policy.

### **Record Keeping**

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

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

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