



Citipointe Christian College



Citipointe Christian College
International

COMPLAINTS and APPEALS POLICY

The College has policies to facilitate the resolution of complaints and appeals.

A copy of this policy will be provided to the student (or parent(s)/legal guardian if the student is under 18) at a reasonable time prior to a written agreement being signed, and again within 7 days of the commencement of student attendance of the enrolled course.

This policy is available online on the College website <http://citipointe.qld.edu.au/discover-citipointe/policies/>

Purpose

- a) The purpose of the College's Complaints and Appeals Policy is to provide a student or parent(s)/legal guardian with the opportunity to access procedures to facilitate the resolution of a dispute or complaint involving *the College*, or an education agent or third party engaged by *the College* to deliver a service on behalf of *the College*.
- b) The internal complaints and appeals processes are conciliatory and non-legal.
- c) Complaints against other students
Complaints brought by a student against another student will be dealt with under the College's Behaviour Policy/Code of Conduct as outlined in the student handbooks.

Informal Complaints Resolution

- a) In the first instance, the College requests there is an attempt to informally resolve the issue through mediation/informal resolution of the complaint.
- b) Students should contact the class teacher, Student Care Coordinator or Head of Year 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 Head of School and/or Principal, and the College's internal formal complaints and appeals handling procedure will be followed.

Formal Complaints Handling Procedure

- a) The process of this complaints and appeals procedure is confidential and is 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 or appeal. The complaint form is located on the College website at <http://citipointe.qld.edu.au/discover-citipointe/general-policies/>
- c) Written complaints or appeals are to be lodged with the Head of School and then 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 him/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 his/her case to the Principal.
- g) Students and/or the College may be accompanied and assisted by a support person at all relevant meetings.

- h) The formal complaints and appeals process will commence within 10 working days of the lodgement of the complaint or appeal with the Principal.
- 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 complaints and appeals procedure finds in favour of the student, the College will implement the decision and any corrective and preventative action required within 14 days, and advise the student of the outcome and action taken.
- k) The College undertakes to finalise all complaints and appeals procedures within 20 working days after the commencement of the appeal process.
- l) For the duration of the complaints and appeals process, the student's enrolment and attendance will be maintained as required under the *National Code of Practice for Providers of Education and Training to Overseas Students 2018* and the student must continue to attend classes. If the Principal deems that the student's health or well-being, or the well-being of others is at risk the Principal may decide to suspend or cancel the student's enrolment before the complaints and appeals process has been accessed or fully completed. In such cases, the student may still lodge a complaint or appeal, even if the student is offshore.

External Appeals Processes

If the student is dissatisfied with the conduct or result of the complaints and appeals procedure, he/she may, within 2 weeks, seek redress through an external body at minimal or no cost.

If the student wishes to complain or to lodge an external appeal about a decision made or action taken by the College, he/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: <http://www.ombudsman.gov.au/about/overseas-student-ombudsman-landing-page> or phone 1300 362 072 for more information.

- a) If the student wishes to appeal a decision made by *the College* that relates to being reported for a breach of course progress or attendance requirement (under Standard 8), the student must lodge this appeal with the Overseas Student Ombudsman's office within 10 working days of being notified of the outcome of his/her internal appeal.
- b) If the student wishes to appeal a decision made by *the College* that relates to:
 - i) refusal to approve a transfer application (under Standard 7), or
 - ii) suspension or cancellation of the student's enrolment (under Standard 9)
 any choice to lodge an external appeal with the Overseas Student Ombudsman is at the student's discretion. The College need not await the outcome of any external appeal lodged, before implementing the outcome of the internal appeal.

Other legal redress

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

Definitions

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

Student – a student enrolled at the College or the parent(s)/legal guardian of a student where that student is under 18 years of age

Support person – for example, a friend/teacher/relative/agent not involved in the complaint/appeal