

# Overseas Students Complaints Handling Policy

## **Caulfield Grammar's Policy**

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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**

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To lodge a formal complaint, the overseas student or their parent/guardian must refer their complaint to the School's Overseas Coordinator, relevant Head of House or Head of Campus. During this process, whereby interviews may need to be conducted, the student has the right to bring a support person to any meetings held.

## **Managing Complaints**

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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 internal complaints processes. Immediate corrective and/or preventative actions will be implemented upon successful appeal by a student.

## **Maintaining Enrolment**

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

## **Internal Appeal**

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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.

## **Right to Access External Appeals**

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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.

## **Record Keeping**

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

The School maintains documentation including the details, outcome and reason for the outcome of each complaint received by the School.

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Policy Owner: Director of Community Engagement	Date of Next Review: July 2020
Reviewer: Risk and Compliance	CRICOS# - 00136F
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