



International Student Grievances and Appeals Policy

Date of Approval – February 2022

Purpose

The purpose of this policy is to outline the options available to International students should they have a complaint or grievance and to ensure compliance with the Education Services for Overseas Students (ESOS) Act, National Code Standard 10

Scope

This policy applies to all International students and staff working with them.

Key Contact

Where a Student or their Parent(s)/Guardian have a complaint or grievance they should contact the International Student Coordinator at Korowa in the first instance.

Korowa's Policy

This policy should be read in conjunction with the Korowa Complaints and Grievances Policy which applies to all students, including International students. Additional arrangements in the International Student Grievances Policy ensure compliance with the Education Services for Overseas Students (ESOS) Act, National Code Standard 10, specifically:

- International students will be made aware of the Korowa Complaints and Grievances Policy as part of the induction process for new students to Korowa
- Parents/guardians will be made aware of the Korowa Complaints and Grievances Policy upon confirmation of enrolment
- If the complaint is not resolved informally, students may present their case in writing and can be assisted and accompanied by a support person
- If a formal complaint lodged by, or related to, an international student cannot be resolved by the International Student Coordinator it may, at the request of the complainant, be escalated to an Appeals Panel.

Appeals Panel

- An Appeals Panel will be assembled as needed, and will be made up of a minimum of three members who have the requisite independence from the issue at hand to address the appeal on its merits, in an equitable, impartial, objective and unbiased manner.
- The make-up of the Appeals Panel will be determined by the Principal on a case-by-case basis, depending on availability and the nature and complexity of the complaint to be considered.

- Where the matter is escalated to an Appeals Panel, the Panel aims to resolve the complaint within 28 days from the date of referral and, in any event, no later than 42 days after the original complaint was received.
- The process will be conducted in a timely manner to take into account the student's visa and enrolment in future subjects and courses and will begin within 10 working days of the School receiving a formal written complaint
- The Student's enrolment will be maintained during the process however the Student may be excluded from classes during this time (subject to the School's Student Behaviour Management and Suspension and Withdrawal of Enrolment Policies)
- A written statement of the outcome of the investigation, including details of the resolution and reasons will be provided to the Student and their Parent(s)/Guardian

Where the overseas student is not successful in the School complaints and appeals processes, the School will advise the overseas student and their parents/guardian of their right to access an external complaints handling and appeals process at minimal or no cost. The advice will be given to the overseas student within 10 working days of the completion of the internal review.

External Dispute Resolution

National Code Standard 10 requires the School to have arrangements in place for an external dispute resolution provider to hear complaints or appeals from overseas students arising from our internal complaints and appeals process.

Where an agreement or resolution cannot be reached, the School nominates the Overseas Student Ombudsman (OSO).

The OSO investigates complaints about problems that overseas students or intending overseas students may have with private education and training in Australia. The contact details for the OSO are as follows:

Call: 1300 362 072 within Australia. Outside Australia call +61 2 6276 0111.

Enquiries: 9:00am to 5:00pm Monday to Friday, Australian Eastern Standard Time (Australian Eastern Daylight Time when daylight savings is in effect)

[Online Compliant Form](#)

[Website](#)

If the outcome of a student's grievance through the School's internal or external complaints and appeals handling process is favourable to the student, the School will immediately advise the Student of this and implement any decision and/or corrective and preventive action required.

If the decision is made to suspend or cancel a student's enrolment, the change to the student's enrolment will be recorded through PRISMS. Once the Department of Education has been notified of a deferment, suspension or cancellation of a student's enrolment, the student has 28 days in which to:

- leave Australia,
- show the Department of Home Affairs a new Confirmation of Enrolment (CoE), or
- provide the Department of Home Affairs with evidence that she has accessed an external appeals process.

Consumer Protection Laws

Nothing in this Policy removes the right of the Student and/or Parent(s)/Guardians to take any action under Australia's consumer protection laws.

Related Policies

- Student Behaviour Management Policy
- Korowa Complaints and Grievances Policy
- Bullying Prevention and Intervention Policy
- Suspension and Withdrawal of Enrolment Policy
- Student Wellbeing Policy
- Korowa Student ICT Responsible Use Policy

Policy Owner

This Policy is owned by the Principal

Review Date

This Policy will be reviewed every two years with the next review due in February 2022. An interim review may take place following any changes in legislation.

CRICOS Provider Code: 01022G

CRICOS Course Code: 018172K Primary Years P-6

011306B Secondary Years 7-12