



Resolution of Complaints and Appeals

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1. Scope

This document applies to the management of complaints and appeals within the Oxley Christian College (the College) community, and particularly to complaints and appeals by students and parents.

2. Rationale

- a. As part of appropriate organisational practice, and also as required by the Victorian Registration and Qualifications Authority (VRQA), and also in accordance with the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code), this document outlines the actions the College will take when there are complaints made about the actions of the College, or where members of the community wish to appeal a decision of the College.
- b. International students' complaints and appeals policy and procedures are further detailed in the International Student Handbook, the International Application for Enrolment form, and the International Letter of Offer and International Student Enrolment Terms and Conditions.
- c. The College will respond to any complaint or appeal the student or parent makes regarding his or her dealings with the College, the College's Education Agents, or any related party the College has an arrangement with to deliver the student's course or related services.

3. Informal procedures to assist with complaints

- a. If a student or parent is not satisfied with any aspect of the College program, or any agent or related party the College engages, he or she should first speak to the staff member most closely involved, such as Subject Teacher, Home Group Teacher, Year Level Coordinator, Homestay Coordinator or Business Manager.
- b. All staff members will make every attempt to resolve student concerns amicably and informally. If the complaint cannot be resolved to the satisfaction of the student or parent, the student or parent should bring the complaint to the Head of School, or in the case of international students, it may be to the Head of International Students' Studies.
- c. At all stages of the complaints and appeals process, the student or parent has the right to be accompanied and assisted by a support person.

4. Formal procedures for resolution of complaints and appeals

- a. The student or parent will be given the opportunity to formally present their complaint or appeal at minimal or no cost to the student or parent. The complaints and appeals process will begin within 10 working days of the formal lodgement of the complaint or appeal and will be conducted in a professional, fair, and transparent manner. The College will finalise the outcome of complaints and appeals as soon as may be practicable.
- b. If a parent or student chooses to access the College's complaints and appeals processes, the College will maintain the enrolment of the student while the complaints and appeals process are ongoing. The student will be expected to attend all classes as normal during this period, unless the College considers that there are exceptional circumstances and agrees in writing to other arrangements.
- c. If the complaint is not resolved to the satisfaction of the student or parent, the complaint should then be forwarded to the Principal. At this stage, the Principal will provide a written record of the complaint or appeal, and also a written statement of the outcome, including details of the reasons for the outcome.
- d. If the student or parent is not satisfied with the Principal's decision, then the complaint or appeal can then be forwarded to the Directors of the College. The Directors will consider the complaint or appeal, and provide a written statement of the outcome, including details for the reason for the outcome.
- e. If the student or parent is not satisfied with the Directors' decision, the College will advise the student or parent, within 10 working days of the Directors' decision, of their right to contact an external arbiter.
- f. International students will be provided with comprehensive, free, and easily accessible information about the College internal complaints handling and appeals policy and processes. This policy and associated processes will be documented and available on the College website and will be communicated through information packs (which will include the College International Student Handbook and relevant policies and procedures) provided to international students, at least annually.
- g. International students will also be provided with the details of the Overseas Student Ombudsman. The student or parent may, at their discretion and cost, refer the matter to an external authority for mediation or other assistance or action.
- h. If the appeal is in connection with a decision to cancel an international student's enrolment (e.g. poor academic progress or attendance), the College will wait 20 working days for the internal and external complaints procedure to be completed. In the event the outcome supports the College's decision, the College will inform the Department of Home Affairs that it is cancelling the student's Confirmation of Enrolment by creating a Student Course Variation in the Provider Registration and International Student Management System (PRISMS). The student will be informed of this decision and that this could impact their student visa.
- i. The College will only report the international student in PRISMS if:
 - i. The internal / external complaints and appeals process has been completed and the breach is upheld;
 - ii. The international student has chosen not to access the internal complaints and appeals process within 20 working days;
 - iii. The international student has chosen not to access the external complaints and appeals process; or
 - iv. The international student has notified the College in writing that it has opted to withdraw from the internal / external complaints and appeals process.
- j. The College will immediately implement its decision once the complaints and appeals process has been completed.

- k. If the internal or any external complaints handling or appeal process results in a decision or recommendation in favour of the student, the College will immediately implement the decision or recommendation and / or take the preventive or corrective action required by the decision, and advise the student or parent of that action.
- l. These procedures do not remove the right of the student, parent, or representative, to make complaints and seek appeals of decisions and actions under the various processes, and does not affect the rights of the student or parent to take action under the Australian Consumer Law, if the Australian Consumer Law applies.

5. Dispute resolution specifically regarding fees and charges

In complaints or appeals concerning tuition fees and refunds, the contact person should be the Business Manager, in the first instance.