

OVERSEAS STUDENTS COMPLAINTS AND APPEALS POLICY

1. Purpose

- a) The purpose of the *Bishop Drutt College overseas students complaints and appeals policy* is to provide a student with the opportunity to access procedures to facilitate the resolution of a dispute or complaint.
- b) The internal complaints and appeals processes are conciliatory and non-legal.

2. Informal complaints resolution

- a) In the first instance, Bishop Drutt College requests that there is an attempt to informally resolve the issue through mediation/informal resolution of the complaint.
- b) Students should contact their year advisor or tutor 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 Principal and Head of Primary or Secondary. Bishop Drutt College's internal formal complaints and appeals handling procedure will then be followed.

3. Formal complaints handling procedure

- a) The process of this grievance procedure is confidential and any complaints or appeals are a matter between the parties concerned and those directly involved in the complaints handling process.
- b) The student must notify the school in writing of the nature and details of the complaint or appeal.
- c) Written complaints or appeals are to be lodged with the Principal.
- d) Where the internal complaints and appeals process is being accessed because the student has received notice from the school that the school intends to report him/her for unsatisfactory course attendance, unsatisfactory course progress, suspension, or cancellation of enrolment, the student has 20 days from the date of notification in which to lodge a written appeal.
- e) Internal 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 may be accompanied and assisted by a support person at all relevant meetings.



- h) The formal grievance 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.
- j) If the grievance procedure finds in favour of the student, Bishop Druit College will immediately implement the decision and any corrective and preventative action required.
- k) Bishop Druit College undertakes to finalise all grievance procedures within 10 working days.
- l) For the duration of the appeals process the student is required to maintain enrolment and attendance at all classes at Bishop Druit College as normal.

4. External Appeals Process

- a) If the complaints procedure does not find in favour of the student, or the student is dissatisfied with the result of the complaints procedure, they will be informed by the Principal of the external complaints and appeals process available to them at minimal or no cost. If a student wishes to complain or appeal any decision they can contact the Overseas Student Ombudsman. This service is free and independent. More information is available at www.oso.gov.au or phone 1300 362 072.
- b) Once the Principal has been notified of a decision regarding the complaint or appeal the student will be informed in writing of the outcome and the reasons for the outcome.
- c) If the external appeal finds in favour of the student, Bishop Druit College will immediately implement the decision and any corrective and preventative action required.

5. Definitions

- a) Working Day – any day other than a Saturday, Sunday or public holiday during term time.
- b) Student – a student enrolled at Bishop Druit College or the parent(s)/legal guardian(s) of a student where that student is under 18 years of age.
- c) Support person – a friend/teacher/relative not involved in the grievance. Lawyers and/or education agents are not acceptable support persons at this stage of the complaints handling process.



BDC
BISHOP DRUITT COLLEGE
COFFS HARBOUR

*Firm
Foundations
Bright
Futures*

111 North Boambee Road
PO Box 8004
Coffs Harbour NSW 2450

Phone (02) 6651 5644
Fax (02) 6651 5654
secretary@bdc.nsw.edu.au

www.bdc.nsw.edu.au

POLICY ADMINISTRATION

This policy will be reviewed periodically, or in the event of any information or incident that indicates the need for a review, or following relevant legislative or organisational change.

Date of creation	
Date of adoption	
Date of last review	March 2016
Date of next review	March 2017
Signature	
Name	Alan Ball
Position held	Principal
CRICOS provider code	02333G, Bishop Druit College Council, Inc.