

International Students Complaints and Appeals Policy

1. Purpose and Objectives

This policy provides students or parent(s)/legal guardian(s) with the opportunity to access procedures to facilitate the resolution of a dispute or complaint involving Canterbury College (the College), an education agent or third party engaged by the College to deliver a service on behalf of the College.

The internal complaints and appeals processes are conciliatory and non-legal.

2. Definitions, Terms, Acronyms

Canterbury College	Canterbury College Ltd or any controlled entities of Canterbury College Ltd.
Head of Sub-School	Head of Junior School (Prep to Year 6 students) and Head of Senior School (Year 7 to Year 12 students).
Parent/Legal Guardian	The parent(s) or guardian(s) of the international student (or intending international student) who signed the letter confirming the international student's offer of placement at Canterbury College.
PRISMS	The Provider Registration and International Student Management System.
Student	A student enrolled at Canterbury 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 not involved in the grievance.
Working day	Any other day than a Saturday, Sunday or public holiday during the school term.

3. Policy Scope/Coverage

This Policy applies to the College's employees, international students enrolled from Prep to Year 12 and their parent(s)/legal guardian(s).

4. Policy statement

Respectful and reasonable complaints, along with constructive feedback, play an integral part in the feedback and accountability process. Canterbury College acknowledges that it provides an opportunity to review and improve the quality of services and operations.

Canterbury College is committed to ensuring a safe environment for international students and staff but acknowledges that students and their parents / legal guardians or the broader community may be dissatisfied with the services provided or decisions made by the College, education agents and or third parties acting on behalf of the College.

Canterbury College will handle complaints in a responsive, efficient, consistent and fair manner, giving due consideration to the issues raised. The internal complaints and appeals processes are conciliatory and non-legal.

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

The Policy is also made available on the College website.

4.1 Complaints against other students

Grievances brought by a student against another student will be dealt with under the school's related College's Student Behaviour Policy .

4.2 Informal Complaints Resolution

- 4.2.1 In the first instance, Canterbury College requests that an attempt is made to informally resolve the issue through mediation/ informal resolution of the complaint.
- 4.2.2 Students should contact the appropriate person in the first instance to attempt mediation/informal resolution of the complaint.
- 4.2.3 If the matter cannot be resolved through mediation, the matter will be referred to the Principal and Canterbury College's internal formal complaints and appeals handling procedure will be followed.

4.3 Informal Complaints Resolution Procedure

- 4.3.1 The student should contact the appropriate staff member as per Appendix A for an appointment to discuss the issue within 5 working days. Written notes of the discussion will be kept for the student's file.
- 4.3.2 If there is no resolution, the parent/carer and / or student should make an appointment to discuss the issue with the appropriate Head of Sub-School. The parent/ legal guardian and / or student should take a written statement outlining any issues or concerns to this meeting. The Head of Sub-School will refer to previous notes from the student's file.
- 4.3.3 If there is still no resolution, the parent/ legal guardian and /or student should make an appointment to discuss the issue with the Principal. The Principal can be contacted at principal@canterbury.qld.edu.au or by making an appointment through their Executive Assistant.
- 4.3.4 If there is a resolution, details will be noted on the student's file. If there is no resolution, the parent/ legal guardian and / or student will be made aware of other steps available to them, and their rights under legislation in the State of Queensland and the Commonwealth of Australia.

4.4 Formal Internal Complaints Handling and Appeals Process

The process of this procedure is confidential, and any complaints or appeals are a matter between the parties concerned and those directly involved in the complaints handling process.

- 4.4.1 The student must notify the school in writing of the nature and details of the complaint or appeal.
- 4.4.2 Written complaints or appeals are to be lodged with the Principal by email at principal@canterbury.qld.edu.au.

- 4.4.3 Where the internal complaints and appeals process is being accessed because the student has received notice by the school that the school intends to report them 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.
- 4.4.4 Complaints and appeals processes are available to students at no cost.
- 4.4.5 Each complainant has the opportunity to present their case to the Principal.
- 4.4.6 Students and/or the school may be accompanied and assisted by a support person such as a scribe or a translator at all relevant meetings.
- 4.4.7 The formal internal complaints and appeals process will commence within 10 working days of lodgement of the complaint or appeal with Principal and will be finalised within 10 working days or as soon as practicable.
- 4.4.8 For the duration of the internal complaints and appeals process the student's enrolment 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 class.
- 4.4.9 However, if the Principal deems that the student's health or wellbeing, or the wellbeing of others is at risk, they 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.
- 4.4.10 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.
- 4.4.11 If the complaints and appeals procedure finds in favour of the student, Canterbury College will immediately implement the decision and any corrective and preventative action required, and advise the student of the outcome and action taken.
- 4.4.12 Where the outcome of a complaint or appeal is not in the student's favour, Canterbury College will advise the student within 10 working days of concluding the internal review of the student's right to access the external appeals process.
- 4.4.13 However, the school is only obliged await the outcome of an external appeal if the matter relates to a breach of course progress or attendance requirements. For all other issues, the school may take action (including making changes to the student's enrolment status in PRISMS) in accordance with the outcome of the internal appeal.

4.5 External Appeals Processes

- 4.5.1 If the student is dissatisfied with conduct or result of the complaints procedure, they may contact and/or seek redress through the Commonwealth Ombudsman at no cost. Please see: <https://www.ombudsman.gov.au/complaints/international-student-complaints> or phone 1300 363 072 for more information.
- 4.5.2 If the student wishes to appeal a decision made by Canterbury 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 their internal appeal.
- 4.5.3 If the student wishes to appeal a decision made by Canterbury College that relates to:
 - 4.5.3.1 Refusal to approve a transfer application (under Standard 7), or
 - 4.5.3.2 Suspension or cancellation of the student's enrolment (under Standard 9)
- 4.5.4 Any choice to lodge an external appeal with the Commonwealth Ombudsman is

at the student’s discretion. The school need not await the outcome of any external appeal lodged, before implementing the outcome of the internal appeal.

4.6 Other legal redress

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

5. Guidelines/Procedure/Process

The procedures and processes are outlined in the Policy Statement.

6. Roles and Responsibilities

Canterbury College

- Provide clear guidelines regarding the complaints and appeals process for international students which align with the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

7. Review

This policy and its associated procedures, quick reference guides and protocols will be reviewed every two years. Canterbury College, however, reserves the right to review this policy at any time.

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Policy Library:	College Operations
Responsible Officer	Principal
Approval Authority:	College Executive
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Related Policies/Procedures:	International Students Monitoring Course Progress and Attendance Policy International Students Deferment, Suspension and Cancellation Policy International Students Refund Policy International Students Welfare and Accommodation Policy International Students Transfer Policy International Students Entry Requirements Policy International Students Fee Policy
Acknowledgements:	ISQ School Handbook for CRICOS Registration National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018) Australian Government – Education Services for Overseas Students (ESOS) Framework Department of Home Affairs (Immigration and Citizenship)

8. Appendix A – Contact List

For Academic/Subject Concerns	For Personal Problems	For Homestay Problems
Senior School <ul style="list-style-type: none"> • Head of Faculty • Head of Teaching and Learning 	Senior School <ul style="list-style-type: none"> • Head of House • Student Counsellor • Head of Senior School 	Senior School <ul style="list-style-type: none"> • Homestay Coordinator • Head of Senior School • Student Counsellor • Assistant Head of Senior School
Junior School <ul style="list-style-type: none"> • Class Teacher • Head of Curriculum and Pedagogy (JS) • Head of Junior School 	Junior School <ul style="list-style-type: none"> • Class Teacher • Head of Junior School • Student Counsellor • Assistant Head of Junior School (Wellbeing) 	Junior School <ul style="list-style-type: none"> • Not applicable