



1. Aim

The purpose of this policy is to provide clear and fair information to overseas students and their parent/guardian about Launceston Church Grammar School's internal complaints handling and appeals process that is comprehensive, free and readily available.

2. Scope

This policy applies to overseas students enrolled at Launceston Grammar in accordance with CRICOS registration.

3. Legislation

National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018: Standard 10.

4. Relevant Policies

Attendance Monitoring and Intervention Policy (Standard 8)
Monitoring Course Progress and Intervention Policy (Standard 8)

5. Policy Information

If an overseas parent/guardian or overseas student wishes to make a complaint about an issue at Launceston Grammar, the parent/guardian or overseas student must raise their concern within 20 working days in the first instance with the appropriate staff member, according to the hierarchy below:

Senior Campus Students	
Pastoral Concern 1. Tutor or Core Teacher 2. Head of House / Grade 7 Coordinator 3. International Student Coordinator 4. Head of Senior Campus / Deputy Head (Students) 5. Principal	Academic Concern 1. Class Teacher 2. Head of Department / Learning Area Leader / International Student Coordinator 3. Director of Teaching and Learning (Grade 7-10) / TASC Liasion Officer (Grades 11-12) 4. Deputy Head (Teaching and Learning) 5. Principal



If a complaint is received, the School will:

- respond to any complaint or appeal an overseas student makes about the registered provider or any agent or related party the registered provider engages;
- begin assessing a complaint or appeal within 10 working days of the overseas student lodging it, and finalise the outcome as soon as practicable;
- conduct the assessment of the complaint or appeal in a professional, fair and transparent manner;
- ensure the overseas student has an opportunity to present their case at minimal or no cost, and be accompanied and assisted by a support person if necessary; and
- give the overseas student a written statement of the outcome of the appeal, including the reasons for the outcome, and keep a written record of complaints or appeals on the overseas student's file.

If the overseas student's appeal relates to a decision to cancel the student's enrolment, the School must wait for the internal complaints process to be completed before they can proceed.

The School will not report the overseas student through Provider Registration and International Student Management System (PRISMS) for unsatisfactory course progress or attendance until the overseas student has accessed the internal and external complaints handling and appeals process, and the decision or recommendation supports the registered provider.

If the overseas student is not successful in the School's internal complaints handling and appeals process, the School will advise the overseas student of their right to access an external complaints handling and appeals process at minimal or no cost. This advice will be given to the overseas student within 10 working days of the completion of the internal complaints handling and appeals process.

If the parent/guardian or overseas student feels the complaint has not been resolved satisfactorily after following all the steps above, they can contact the Overseas Student Ombudsman to ask for free advice and support:

<http://www.ombudsman.gov.au/about/overseas-students>

6. Record Keeping

This document will be kept for three (3) years until review, unless there is a significant legislative organisational change requiring earlier review.

A copy of this document will be located on myGrammar under Policies and Procedures and the master copy held in files by the Compliance Officer.



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Signature of Approver:			
Position of Signatory: Principal			