

## Source of Obligation

Standard 10 of the National Code requires the College to have and implement a documented appeals process and policy, and provide the overseas student with comprehensive, free and easily accessible information about that process and policy.

## Thomas Carr College's Policy

It is the College's policy that if a formal complaint received by, or related to, an overseas student is not resolved to the satisfaction of the complainant, it may, at the request of the complainant, be escalated to an internal 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 a professional, fair and transparent manner. Staff who hold the following positions are eligible to sit on the Appeals Panel:

- the Principal
- Deputy Principal
- College Executive
- Year Level Coordinators
- Business Manager
- Heads of School

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.

## Right to Access External Appeals Processes

If an overseas student is not successful in the College internal appeals process, the College must advise the overseas student within 10 working days of concluding the internal review of the overseas student's right to access an external complaints handling and appeals process at minimal or no cost.

The College directs students to 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)

**Postal:** Commonwealth Ombudsman, GPO Box 442 Canberra ACT 2601.

**Website:** <http://www.ombudsman.gov.au/>

## Purpose of External Appeals Process

The College must inform an overseas student who wishes to access the services of the OSO that, in most cases, the purpose of the OSO is to investigate whether the College has followed our own internal policies and procedures. Generally, the OSO does not make a decision in place of the College.

## Result of Appeal Process

If the internal or external appeal process results in a decision or recommendations in favour of the overseas student, the College must immediately implement the decision or recommendation and/or take preventative or corrective action required by the decision, and advise the overseas student of that action.

**Record Keeping**

The College maintains a full Complaints Register including the details, outcome and reason for the outcome, including any appeals requests or decisions, of each complaint received by the College. The Complaints Register is maintained in accordance with our Overseas Students Records Management and Retention Policy.

**Policy status:** New

**Key Stakeholders:** College staff, students and parents

**Endorsement Body:** College Executive

**Ratification Body:** College Board Policy

**Author:** Director of International Programs

**Date of Approval:** 2018

Date of Scheduled Review: 2021

**The content of this policy can be changed at the College Board's discretion at any time without notification.**