

Overseas Students Complaints Handling Policy

Source of Obligation

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

Thomas Carr College's Policy

It is the College's policy to provide access to the College's Complaints Handling Policy to our overseas students for both formal and informal complaints which are managed through the College's Complaints Handling Program.

The College will respond to any complaint an overseas student makes regarding their dealings with the College, the College's Education Agents or any related third party the College has an arrangement with to deliver the overseas student's course or related services.

Lodging a Formal Complaint

To lodge a formal complaint, the overseas student or their parent/guardian must refer their formal complaint to our Complaints Manager.

Once the complaint has been received by the Complaints Manager, they will review the complaint and, where appropriate assign a relevant Complaints Officer to manage the complaint.

The Complaints Officer will inform the overseas student or their parents/guardians that the complaint has been received and the College will commence the assessment of the complaint within 10 working days from the date the complaint was lodged.

For more information, refer to our Complaints Handling Program.

Managing Complaints

The College will commence assessing a complaint from an overseas student within 10 working days from the date on which the complaint was lodged.

The complaint will be assessed and managed in accordance with the College's Complaints Handling Program.

Maintaining Enrolment

During the complaints process, the College will maintain the enrolment of the overseas student.

Internal Appeal

If an overseas student or their parents/guardians are not satisfied with the result of the College's complaints handling process, they can decide to internally appeal the College's decision. Refer to our Overseas Students Complaints Appeals Policy.

Right to Access External Appeals

If an overseas student or their parents/guardians are not satisfied with the result from the College's internal complaints process, the College must advise the overseas student within 10 working days of concluding the internal review of their right to access an external complaints handling and appeals process at minimal or no cost.

The College must give the overseas student the contact details of the appropriate complaints handling and external appeals body. Refer to our Overseas Students Complaints Appeals Policy.

Record Keeping

The College ensures that complainants are given a written statement of the outcome of the complaint, including detailed reasons for the outcome.

The College maintains a full Complaints Register including the details, outcome and reason for the outcome of each complaint received by the College.

All statements and the Register are 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.