



Information for Schools Complaints and Appeals

Registered providers' complaints and appeals processes are independent, easily and immediately accessible and inexpensive for the parties involved

Policy

South Australian Government Schools in conjunction with International Education Services (IES) are required to comply with National Code 2007 Standards 6.1(e) and 8 to provide international students with the opportunity to easily access a fair, inexpensive complaints and appeals process. Complainants should expect that this process acts promptly and includes access to an independent external person or body. More specifically, the process should commence within 10 working days of a formal lodgement of a complaint or appeal and all reasonable measures need to be taken to finalise the process as soon as practicable. If the complaints or appeals process results in a decision that supports the student, the Department for Education and Child Development (DECD) will immediately implement any decision or corrective actions required and advise the student of the outcome. It should be noted that this complaints and appeals process *does not remove the right of the student to take action under Australia's consumer protection laws.*

Procedure

Students are entitled to have a support person accompany them (especially if under 18 years of age) and may also ask for an interpreter to be present at any stage.

Stage 1. If a complaint arises

Students who have a complaint or appeal should discuss the issue with the International Student Program (ISP) Manager/Homegroup teacher or Counsellor as soon as possible.

Stage 2. If the complaint is not resolved

ISP Managers should contact IES for advice regarding the issue and forward an email documenting the complaint to the Executive Manager, International Student Services.

Stage 3. If the complaint remains unresolved

A formal complaint (including supporting documentation) should be lodged with the Director, International Education. The complainant is entitled to present their case in person. The complaint process will commence within 10 working days of lodgement. Once a decision has been made a statement of outcome (including reasons for the decision) will be provided to the complainant in writing together with advice regarding avenues of appeal.

Stage 4. If the complainant wants to appeal the decision

IES will advise the student to contact an external and independent reviewer as nominated by DECD to hear the appeal at minimal or no cost to the student.

If the complaints or appeals process results in a decision that supports the student, DECD will immediately implement any decision or corrective actions required

The enrolment of the student must be maintained throughout the complaints and appeals process (this does not necessarily mean that the student remains in class)

