



COMPLAINTS AND APPEALS POLICY

International Students

The Cathedral School provides students (and their parents/guardians) with the opportunity to access procedures to help to facilitate the resolution of a dispute or complaint involving The Cathedral School, or an education agent or third party engaged by The Cathedral School to deliver a service on behalf of The Cathedral School.

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

INFORMAL COMPLAINTS

In the first instance, it is desirable to resolve issues informally, through mediation. Students should contact their Pastoral Care Tutor/Dean, Boarding House Parent, Registrar (or any other staff member they feel comfortable to approach) to attempt informal resolution of the complaint.

If the matter cannot be resolved through mediation, the matter will be referred to the Principal and it will be treated as a formal complaint.

FORMAL COMPLAINTS

The student must notify the Principal in writing of the nature and details of the complaint or appeal. All information is confidential and any complaint or appeal is a matter between the parties concerned and those directly involved in the complaints handling process.

Where the internal complaints and appeals process is being accessed because the student has received notice that the School intends to report him/her for unsatisfactory course progress, unsatisfactory attendance, or suspension or cancellation of enrolment, the student has 20 working days from the date of notification in which to lodge a written appeal.

Students have the opportunity to present their case to the Principal, and may have a support person present at any meeting. Complaints and appeals processes are available to students at no cost.

The formal internal complaints and appeals process will commence within 10 working days of lodgement of the complaint or appeal, and will be finalised within 20 working days (or as soon as practicable).

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 classes.

However, if the Principal deems that the student's health or well-being, or the well-being of others, is at risk he/she 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.

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 decision, and a copy will be retained on the student's file.

If the complaints and appeals procedure finds in favour of the student, The Cathedral School will immediately implement the decision and any corrective or preventative action required, and advise the student of the outcome and action taken.

Where the outcome of a complaint or appeal is not in the student's favour, the school will advise the student within 10 working days of concluding the internal review of the student's right to access the external appeals process.

However, the school is only obliged to 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.

EXTERNAL APPEALS

If the student is dissatisfied with the conduct or result of the internal complaints and appeals procedure, he/she may contact and / or seek redress through the Overseas Students Ombudsman at no cost. Please see: <http://www.ombudsman.gov.au/about/overseas-student-ombudsman-landing-page> or phone 1300 362 072 for more information.

If the student wishes to appeal a decision made by The Cathedral School 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 his/her internal appeal.

If the student wishes to appeal a decision made by The Cathedral School that relates to refusal to approve a transfer application (under Standard 7), or suspension or cancellation of the student's enrolment (under Standard 9), any choice to lodge an external appeal with the Overseas Student 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

OTHER LEGAL REDRESS

Nothing in the Complaints and Appeals policy removes the right of the student to pursue other legal remedies. Independent legal advice may be obtained from Legal Aid Queensland, 12 Wills St, Townsville. Phone 1300 651 188.