

INTERNATIONAL STUDENT COMPLAINT / APPEALS FORM

AngliSchools International will make every effort to resolve any concern raised by a student or parent. If a concern continues, it is our obligation and commitment to assist with a formal appeal at no cost to you. The process is designed so as not to disrupt the student's studies. We strongly value parent and student partnership and welcome and encourage your enquiries at any time. For a confidential discussion please contact us via email admissions@anglischools.edu.au.

Please select one from the following options:

- Complaint
- Appeal

STUDENT DETAILS

Student ID:
First Name:
Last Name:
Date of Birth:
Current School:
Year Level:

PARENT/GUARDIAN DETAILS

First Name:
Last Name:
Relationship to student/s:
Residential Address:
Telephone Number:
Email:

ADDITIONAL SUPPORT

Please indicate if you require language support during your communication with us.

Yes No

If yes, please specify which language:

COMPLAINT/APPEALS DETAILS

Please outline the details of your complaint or appeal below. Attach extra pages, if required. Please also ensure that you attach copies of any relevant supporting documents.

COMPLAINT/APPEALS OUTCOME

Please outline below the outcome you are seeking. Attach extra pages, if required.

DECLARATION AND SIGNATURE

By signing this form, I hereby declare that the information provided above is correct. I understand that providing false information will affect the outcome of this complaint/appeal and AngliSchools International has the right to terminate this complaint/appeal request should incorrect information is provided by me.

Parent/Guardian Name (If student is under 18)

Signature:

Date:

OFFICE USE ONLY

This section is to be completed by AngliSchools International and the relevant school.

Respondent findings:

Outcome:

Case officer Name:

Signature:

Date:

Approved by AngliSchools International Director

Name:

Signature:

Date:

NOTE: In addition to a grievance procedure, the Commonwealth Overseas Students Ombudsman service is available to all private registered education providers as the independent complaints body for external complaints and appeals. The Overseas Students Ombudsman (OSO) will investigate any complaints of a student against a private registered provider, thereby ensuring that all students have access to a statutorily independent external body. The OSO will investigate complaints at no cost to the provider or the student. The OSO can investigate complaints about actions taken by private providers in connection with overseas students. Visit the Overseas Student Ombudsman website <https://www.ombudsman.gov.au> or phone 1300 362 072 for more information.

anglischools.edu.au/international

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Legal Entity: The Anglican Schools Commission (Inc.) ABN 85 336 233 269 | ABRN 646 760 910 Western Australia

Anglican Schools Commission (Inc) CRICOS Provider Code 03547G (WA) and 03801J (NSW)

Alexander Language School Pty Ltd CRICOS Provider Code 00057E

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