



# Complaints and Appeals Policy

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**Anglican Schools Commission (Inc.) trading as AngliSchools (“AngliSchools”)**  
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**Alexander Language School Pty Ltd.**  
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## 1. Purpose

- 1.1. The purpose of this Policy is to ensure that a complaint lodged by students enrolled or seeking to enrol with AngliSchools International will be resolved in an appropriate manner. It aims to resolve matters in a fair and cost-free way, regardless of where the grievance has occurred.

## 2. Scope

- 2.1. This policy applies to all international students.

## 3. Definitions

**Complainant:** A student/parent who initiates a grievance or appeal.

**Respondent:** The party against whom a grievance or appeal is filed.

**Formal Complaints:** The initial stage of the grievance procedure within the School.

**Appeals Committee:** A committee responsible for reviewing cases where complainants are dissatisfied with the outcome of the Formal Complaints procedure.

**External Review:** An external process, involving the Commonwealth Overseas Students Ombudsman (OSO), available to students/parents dissatisfied with the outcome of the internal procedures.

## 4. Principles

- 4.1. A copy of this policy will be made available to all students/parents on enrolment.
- 4.2. The Complaints and Appeals Policy will be publicly available.
- 4.3. All complaints will be responded to within the agreed timeframes.
- 4.4. No party will be the subject of victimisation or discrimination as a result of a complaint raised.
- 4.5. A full explanation and reason for any decisions made or actions taken will be provided in writing.
- 4.6. Where the student/parent is not satisfied with the outcome of the internal complaints process, they will be advised of the external appeals process.
- 4.7. Any decisions or recommendations in favour of the student/parent through the internal and external appeals process will be implemented immediately.
- 4.8. The internal complaints and appeals processes are conciliatory and non-legal.
- 4.9. Where a student/parent raises a complaint or appeal against a matter that is a responsibility of “the school” AngliSchools International will act with the student/parent and “the school” to resolve the matter.

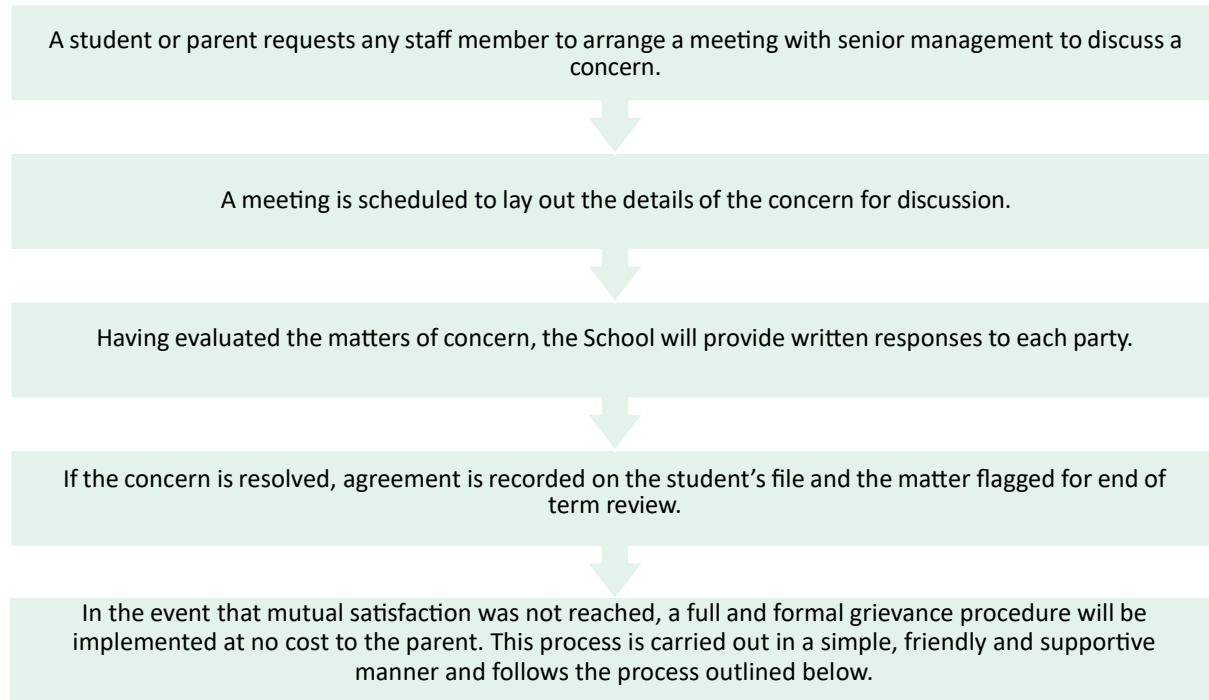
## 5. Procedure

- 5.1. The summary step-by-step procedure for complaints and appeals is shown by the diagram below. Details of these stages are given later in this policy document. Complaints may, for example, be about:
  - a. **Academic Matters** (relating to academic progress, assessments, refusing admission and cancellation or suspension of enrolment and course work requirements including meeting assignment deadlines, attending scheduled tests and examinations).
  - b. **Non-academic Matters** (including complaints brought against another student, accommodation arrangements and incorrect advice).

- c. **Student Visa Compliance Matters**, breaches against the conditions of a Student Visa (including failure to maintain satisfactory academic progress, failure to comply with the minimum attendance (80% required), behaviour, and or failure to maintain enrolment in a registered course as stated on the Confirmation of Enrolment).

**NB:** The above list is not exhaustive.

## 5.2. Informal Complaints Process



- a. In the first instance, AngliSchools International requests there is an attempt to informally resolve the issue through mediation/informal resolution of the complaint.
- b. Students/parents should contact the appropriate person in the first instance to attempt mediation/informal resolution of the complaint.
- c. If the matter cannot be resolved through mediation, the matter will be referred to the Director of AngliSchools International and the internal formal complaints and appeals handling procedure will be followed.

## 5.3. Informal Complaints Resolution Procedure

- a. The student/parent should contact the appropriate staff member for an appointment to discuss the issue within 5 days.
- b. Written notes of the discussion will be kept for the student's file
- c. If there is no resolution, the student/parent/should make an appointment to discuss the issue with the Director of AngliSchools International. The student/parents should take a written statement outlining any issues or concerns to this meeting. The Director of AngliSchools International will refer to previous notes from the student's file.
- d. If there is a resolution, details will be noted on the student's file. If there is no resolution, the student/parent will be made aware of other steps available to them, and their rights under the *Education Services for Overseas Students Act 2000* and the *National Code of Practice for Providers of Education and Training to Overseas Students 2018*.

#### 5.4. Formal Complaints Process

Complaints are confidential, and between the parties concerned and those directly involved in the complaints handling process.

A student or parent completes and submits a Complaints and Appeals Form, which is then provided to the Director of AngliSchools International and Principal (where appropriate). Complaints may cover any services provided by AngliSchools, School, Agent or third party who has a formal arrangement in place with AngliSchools for the provision of services to Overseas Students.

Assessment of the complaint is commenced within 10 working days and a meeting is scheduled, where required, to lay out the details of the concern for discussion. This meeting will provide an opportunity for the student or parent to formally present their case at minimal or no cost and with the addition of a support person involved.

Assessment of the complaint is conducted in a fair and transparent manner with AngliSchools or School providing a formal written response via the Appeals and Complaints Response Letter.

If the concern is resolved, agreement is recorded on the student's file and the matter flagged for end of term review that the parties remain satisfied.

- a. Using the Complaints and Appeals Form, the student/parent must notify the school of the nature and details of the complaint or appeal.
- b. The Complaints and Appeals Form must be sent to the Director of AngliSchools International.
- c. Where the internal complaints and appeals process is being accessed because the student has received notice by the school that the school intends to report them for unsatisfactory course attendance, unsatisfactory course progress or suspension or cancellation of enrolment, the student/parent has 20 working days from the date of receipt of notification in which to lodge a written appeal.
- d. Complaints and appeals processes are available to students/parents at no cost.
- e. Each complainant has the opportunity to present their case to the Appeals Committee, appointed by the Director of AngliSchools International.
- f. Students/parents and/or the school may be accompanied and assisted by a support person at all relevant meetings.
- g. The formal internal complaints and appeals process will commence within 10 working days of lodgment of the complaint or appeal with the Appeals Committee and will be finalised within 10 working days or as soon as practicable.

- h. 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 class.
- i. However, if the Principal deems the student's health or well-being, or the well-being of others, is at risk, they 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/parent may still lodge a complaint or appeal, even if the student is offshore.
- j. Once the Principal has come to a decision regarding the complaint or appeal, the student/parent will be informed in writing of the outcome and the reasons for the outcome, and a copy will be retained on the student's file.
- k. If the complaints and appeals procedure finds in favour of the student/parent, the decision and any corrective and preventative action required will be implemented immediately, and the student/parent advised of the outcome and action taken.
- l. Where the outcome of a complaint or appeal is not in the student's/parent's favour, the student/parent will be advised within 10 working days of the internal review concluding. The student/parent will be advised of their right to access the external appeals process.
- m. 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.

#### 5.5. External Review

- a. If the complainant is not satisfied with the outcome of the Formal Complaints in terms of:
  - not having had the opportunity to present their case properly to The Appeals Committee;
  - the process is not being carried out in accordance with this Policy and Procedure; or
  - the decision being made contrary to evidence provided,the student/parent can access the OSO at no cost.
- b. Visit the Overseas Student Ombudsman website [www.oso.gov.au](http://www.oso.gov.au) or phone 1300 362 072 for more information.
- c. The student/parent and the school are required to make every reasonable effort to resolve a complaint before seeking the assistance of the OSO or an independent reviewer. The complainant and/or respondent has the right to be represented and/or supported by a nominated representative (such as a family member, friend, counsellor or other professional support person) if they so desire, at any stage of the complaints process.
- d. The complaint process does not void a student's/parent's right to pursue other legal remedies.
- e. Where the OSO finds in favour of the complainant, AngliSchools International will immediately take steps to implement the necessary actions as part of the decision.
- f. Where the OSO does not rule in favour of the complainant, AngliSchools International will notify the complainant in writing within 10 days and advise them of the contact details for the appropriate external complaints and appeals body.

**Version control**

<b>Version</b>	<b>Date</b>	<b>Summary of Changes</b>
1	Aug-25	New Policy
1a	May-25	Periodic review Replace tables omitted