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**YARRA VALLEY**  
G R A M M A R

## Overseas Student Complaints and Appeals (Grievance) Policy and Procedures

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Yarra Valley Grammar (the School) is aware that overseas students may encounter certain problems and difficulties during their period of enrolment at the School and the Overseas Student Complaints and Appeal (Grievance) Policy is designed to assist the overseas student with the resolution of any complaint. This Policy and procedure applies to complaints regarding an overseas student's dealings with the School, its education agents or any related party that the School has an arrangement with to deliver the overseas student's course or related services. There is no cost to the student for making a complaint under this Policy.

### Resolution of Overseas Student Complaints and Appeals

#### Internal Student Complaints and Appeals

- a. The overseas student, the homestay family, the overseas student's support person or a member of staff at the School makes a complaint to the Director of Marketing and Admissions, International Students Coordinator or member of staff of the School either verbally or through the use of the Overseas Students Complaints and Appeals Form provided at Appendix A. Any complaint will be brought to the attention of the Director of Marketing and Admissions and begin being assessed within 10 working days of it being lodged.
- b. The School recognise receipt of the complaint and commence assessment of the complaint within 10 working days of it being made and will finalise the outcome as soon as practicable.
- c. The Director of Marketing and Admissions and International Students Coordinator will meet with the Deputy Principal in order to assess the complaint and determine the best way of resolving the complaint. Grievances brought by overseas student against another student will be dealt with under the School's Code of Conduct.
- d. The complaint will be assessed in a professional, fair and transparent manner.
- e. The overseas student's support person and parent/legal guardian will be informed of the complaint and can participate in the resolution of the complaint if the student wishes to be accompanied by a support person
- f. Mediation will then occur, with the formality of the process dependent on the nature of the complaint. It is most likely that the Director of Marketing and Admissions, International Students Coordinator, Deputy Principal and Head of Student Wellbeing, will meet with the parties concerned. This allows the parties to explain the nature of the complaint
- g. The parties will then be brought together in a more formal setting in an effort to come to an agreeable resolution. The Head of Student Wellbeing / Deputy Principal/International Students Coordinator will mediate during the discussions. Each party will be able to have their own say. The overseas students may be accompanied and/or assisted by a support person if necessary.
- h. Instances that relate directly to overseas student visa conditions (such as performance and attendance) where procedures to assist the overseas student have already been exhausted (and well documented)

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shall be referred by the Director of Marketing and Admissions and International Students Coordinator, directly to the Deputy Principal.

- i. The School will provide a written statement of the outcome to the student, including details and reasons for the decision. It will also ensure that the processes are completed as soon as practicable.
- j. The School will also keep a written record of complaints or appeals on the overseas student's file, including a statement of the outcome and reasons for the outcome.
- k. Complaints and Appeals Stage.
- l. If a successful resolution has not been achieved, then it may be necessary for the matter to go before the Principal for settlement. If a positive resolution is then reached, the School will immediately implement the decision and any corrective and preventative action required. Regular monitoring of the situation by the Deputy Principal would take place to ensure the problem does not occur again. It may be that alternative arrangements would be to ensure the satisfaction of all parties concerned.

### External complaints

If a successful resolution is not achieved and where the overseas student remains dissatisfied and would like access to an external counselor or other independent body, the School will provide assistance with contact details for referral within 10 working days of their right to access an external appeals process. The external appeals process can be accessed for minimal or no cost. The providers available are:

#### Overseas Students Ombudsman (OSO)

GPO Box 442 Canberra ACT 2601

Phone: 1300 362 072 (within Australia)

Phone: +61 2 6276 0111 (outside Australia)

Phone: 1300 362 072 (within Australia)

Email: [ombudsman@ombudsman.gov.au](mailto:ombudsman@ombudsman.gov.au)

Web: [www.oso.gov.au](http://www.oso.gov.au)

#### Department of Justice (DSCV)

Dispute Settlement Centre of Victoria

Level 4, 456 Lonsdale Street Melbourne VIC 3000

Phone: 1300 372 888 (within Australia)

Email: [dscv@justice.vic.gov.au](mailto:dscv@justice.vic.gov.au)

Web: [www.justice.vic.gov.au/disputes](http://www.justice.vic.gov.au/disputes)

In most cases, the purpose of the external appeals process is to consider whether the School has followed its policies and procedures, rather than make a decision in place of the School.

### Procedure - Overseas Student Reporting

- a. The School will maintain the enrolment of the overseas student until the complaints and appeals process is completed. To 'maintain the overseas student's enrolment' means the School does not notify Department of Home Affairs of any change to the overseas student's enrolment status through the Provider Registration and International Student Management System (PRISMS).
- b. The School will maintain the overseas student's enrolment throughout the internal appeals process for all types of complaints or appeals. However, depending on the nature of the claim, the overseas student may not be allowed to attend classes during this time.
- c. If the appeal is against the School's decision to report the overseas student for:

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- a. Unsatisfactory results; and/or
- b. Unsatisfactory attendance
- b. the School will maintain the overseas student's enrolment (i.e. not report the overseas student for unsatisfactory attendance or performance) to the extent that is permitted.
  
- d. If the appeal is against the School's decision to:
  - a. Defer or suspend overseas student's enrolment due to misbehavior; and/or
  - b. To cancel overseas student's enrolment
- c. the School will await the outcome of the external appeals process before notifying Department of Home Affairs through PRISMS of the change to the overseas student's enrolment.
  
- e. The School will only report the overseas student for unsatisfactory course progress or attendance in PRISMS after
  - a. The internal and external complaints processes have been completed and the breach has been upheld;
  - b. The overseas student has chosen not to access the internal complaints and appeals process within the 20 working days' period;
  - c. The overseas student has chosen not to access the external complaints and appeals process; or
  - d. The overseas student withdraws from the internal or external appeals process, notifying the registered provider in writing.
  
- f. If the appeals process finds in the overseas student's favour, the School will immediately implement any decision and /or corrective / preventative action required and, advise the overseas student of the outcome.