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Full Fee Paying Overseas Students Complaints Handling Policy

Source of Obligation Standard 10 of the National Code requires the School to have and implement a documented internal complaints handling process and policy, and provide full fee paying overseas students with comprehensive, free and easily accessible information about that process and policy.

Kambala's Policy It is the School's policy to provide access to the School's **Complaints Handling Policy** to our full fee paying overseas students for both formal and informal complaints which are managed through the School's **Complaints Handling Program**.

The School will respond to any complaint an full fee paying overseas student makes regarding their dealings with the School or any related third party the School has an arrangement with to deliver the full fee paying overseas student's course or related services.

Lodging a Formal Complaint To lodge a formal complaint, the full fee paying overseas student or their parent/guardian must refer their formal complaint to our Complaints Officer. Once the complaint has been received by the Complaints Officer, they will review the complaint and, where appropriate assign a relevant Complaints Officer to manage the complaint.

The Complaints Officer will inform the full fee paying overseas student or their parents/guardians that the complaint has been received and the School will commence the assessment of the complaint within 10 working days from the date the complaint was lodged.

For more information, refer to our **Complaints Handling Program**.

Managing Complaints The School will commence assessing a complaint from an full fee paying overseas student within 10 working days from the date on which the complaint was lodged. The complaint will be assessed and managed in accordance with the School's **Complaints Handling Program**.

Maintaining Enrolment During the complaints process, the School will maintain the enrolment of the full fee paying overseas student.

Internal Appeal If an full fee paying overseas student or their parents/guardians are not satisfied with the result of the School's complaints handling process, they can decide to internally appeal the School's decision. Refer to our **Full Fee Paying Overseas Students Complaints Appeals Policy**.

Right to Access External Appeals If an full fee paying overseas student or their parents/guardians are not satisfied with the result from the School's internal complaints process, the School must advise the full fee paying overseas student within 10 working days of concluding the internal review of their right to access an external complaints handling and appeals process at minimal or no cost.

The School must give the full fee paying overseas student the contact details of the appropriate complaints handling and external appeals body. Refer to our **Full Fee**

Paying Overseas Students Complaints Appeals Policy.

Record Keeping

The School ensures that complainants are given a written statement of the outcome of the complaint, including detailed reasons for the outcome.

The School maintains a full Complaints Register including the details, outcome and reason for the outcome of each complaint received by the School.

All statements and the Register are maintained in accordance with our **Full Fee Paying Overseas Students Records Management and Retention Policy.**