

## Overseas Students Complaints Appeals Policy

### Kambala's Policy

It is the School's policy that if a formal complaint received by, or related to, an full fee paying overseas student is not resolved to the satisfaction of the complainant, it may, at the request of the complainant, be escalated to an internal Appeals Panel.

### Appeals Panel

An Appeals Panel will be assembled as needed, and will be made up of a minimum of three members who have the requisite independence from the issue at hand to address the appeal on its merits, in a professional, fair and transparent manner. Staff who hold the following positions are eligible to sit on the Appeals Panel:

- the Principal
- Heads of Senior and Junior School
- Director of Boarding
- Year Group Coordinators
- Business Manager

The make-up of the Appeals Panel will be determined by the Principal on a case-by-case basis, depending on availability and the nature and complexity of the complaint to be considered.

Where the matter is escalated to an Appeals Panel, the Panel aims to resolve the complaint within 28 days from the date of referral and, in any event, no later than 42 days after the original complaint was received.

### Right to Access External Appeals Processes

If an full fee paying overseas student is not successful in the School internal appeals process, the School must advise the full fee paying overseas student within 10 working days of concluding the internal review of the full fee paying overseas student's right to access an external complaints handling and appeals process at minimal or no cost.

The School directs students to the Overseas Student Ombudsman (OSO).

The OSO investigates complaints about problems that full fee paying overseas students or intending full fee paying overseas students may have with private education and training in Australia. The contact details for the OSO are as follows:

**Call:** 1300 362 072 within Australia. Outside Australia call +61 2 6276 0111.

**Enquiries:** 9:00am to 5:00pm Monday to Friday, Australian Eastern Standard Time (Australian Eastern Daylight Time when daylight savings is in effect)

**Postal:** Commonwealth Ombudsman, GPO Box 442 Canberra ACT 2601.

**Website:** <http://www.ombudsman.gov.au/about/overseas-students>



KAMBALA

### **Purpose of External Appeals Process**

The School must inform an full fee paying overseas student who wishes to access the services of the OSO that, in most cases, the purpose of the OSO is to investigate whether the School has followed our own internal policies and procedures. Generally, the OSO does not make a decision in place of the School.

### **Result of Appeal Process**

If the internal or external appeal process results in a decision or recommendations in favour of the full fee paying overseas student, the School must immediately implement the decision or recommendation and/or take preventative or corrective action required by the decision, and advise the full fee paying overseas student of that action.

### **Record Keeping**

The School maintains a full Complaints Register including the details, outcome and reason for the outcome, including any appeals requests or decisions, of each complaint received by the School. The Complaints Register is maintained in accordance with our Full Fee Paying Overseas Students Records Management and Retention Policy.

