1. In dealing with any complaint or appeal, an overseas student must have first followed the internal School processes for all students which are clearly outlined in the School’s Complaints Policy, Part 1.

2. This internal process entails dealing with a complaint
   (i) first through an informal process
   (ii) if the student is not satisfied with the outcome of the informal process, through the formal written process
   (iii) finally if the matter is still not resolved through the formal written process, the overseas student may refer the complaint to the Head of School.

3. The formal complaint must be a detailed, written account of the nature of the complaint, which must be submitted by the student to either the Deputy Head (Pastoral), the Deputy Head (Academic), the Head of Primary or the Head of Secondary. The overseas student will be able to present their case to one of the above mentioned staff members after they have handed in their written copy of their complaint.

4. The overseas student will have the right to be assisted by a support person at any relevant meetings which take place to try to resolve the issue of concern.

5. The overseas student will be made aware that they can access a Conciliator, located at the Department of Educational Services (telephone 08-9441 1900, facsimile 08-9441 1901 or email conciliation@des.wa.gov.au), to provide a conciliation service as an adjunct to any internal complaints and appeals process. However, when a satisfactory outcome to both the School and the student cannot be arrived at through the internal process, the Conciliator can take no further part in the external process described below.

6. The School will start to address the formal complaint within ten working days of the formal complaint having been received, and will deal with the issue in as timely a manner as possible.

7. The School will provide the overseas student with a written statement of the outcome of their formal written complaint, including the reasons for the outcome. This statement will include the paragraph as shown below:

   “If you wish to lodge an external appeal or complaint about this decision, you can contact the Overseas Students’ Ombudsman. The Overseas Students’ Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by the School. See the Overseas Students’ Ombudsman website www.oso.gov.au or telephone 1300 362 072 for more information.”
The School’s External Independent Complaints and Appeal Process for Overseas Students

The Overseas Students’ Ombudsman can investigate complaints about action taken by the School in connection with an overseas student. For example, this may include a complaint about:

Refusal of admission to a course
Fees and refunds
Course transfers
Course progress or attendance
Cancellation of enrolment
Accommodation arranged by the School

The Overseas Students’ Ombudsman cannot investigate complaints from overseas students who are not on a student visa (ie. student on a visitor, or working holiday visa).

The process to be used is as follows:

1. All possible avenues in the School’s internal processes, as highlighted in the School’s current Complaints Policy, must have been exhausted by the overseas student prior to the overseas student undertaking any external complaints or appeals through the Overseas Students’ Ombudsman. In this case the School will inform the overseas student of their right to access the independent external Overseas Students’ Ombudsman at no cost to themselves.

2. The overseas student will be informed by the School, or the Overseas Students’ Ombudsman, that they have the right to be assisted by a support person at this or any other relevant meetings which take place with the Overseas Students’ Ombudsman.

3. Upon request, the School will provide a written report, or a copy of all documentation relating to the issue of concern, outlining how the School has followed its policies and procedures, to the Overseas Students’ Ombudsman.

4. The School will maintain the overseas student’s enrolment through this external appeals process if the issue is the School’s decision to report the student for unsatisfactory course progress or unsatisfactory attendance, and will not notify the Department of Industry, Innovation, Climate Change, Science, Research and Tertiary Education (DIICCSRTE) of any change to the student’s enrolment status while the external appeal process is taking place and it is incomplete.

5. If the appeal is against the School’s decision to suspend an overseas student’s enrolment due to misbehaviour, or to cancel the student’s enrolment, the School will notify DIICCSRTE of the change in the student’s enrolment as soon as the internal process has taken place.

6. The School reserves the right to suspend the overseas student from attending lessons at School while the external appeal is taking place, such as for breach of one of the important School rules which are likely to lead to the School’s suspension of the student, as highlighted in the School Handbook.

7. The Overseas Students’ Ombudsman will decide whether or not the issue raised is one which he/she can investigate.

8. The Overseas Students’ Ombudsman will advise the overseas student and the School of his/her decision. The Ombudsman may decide that the School has acted
reasonably, and he/she will advise the overseas student and the School of this decision. If the Ombudsman concludes that the School has failed to take appropriate action, or the School’s action has been unreasonable, unjust, discriminatory, contrary to the law or wrong, the Ombudsman may recommend that the School remedy the problem, for example by apologising to the overseas student, reconsidering a decision affecting a student, providing a refund, providing clearer information, or changing a policy or procedure.

9. The School may be given the opportunity to comment on any recommendations made by the Ombudsman. The School will be expected to follow the Ombudsman’s recommendations.

10. The School will update the overseas student’s file to record the outcome of the Overseas Students’ Ombudsman’s investigation.

Head of School