

Appeal Form

International Student Program



Applicant Details

The International Student Program (ISP) Appeals Policy allows overseas students, parents, access to an appeals process to seek a review of a complaint outcome or formal decision made in relation to overseas students seeking to enrol, enrolled, or previously enrolled at Caroline Chisholm Catholic College.

Through this form you can outline why you think the College has made an error in relation to the outcome of your original complaint or in relation to a formal decision made.

If you have not yet raised a matter with the College and want to express your dissatisfaction, please fill in the **Complaint Form** found at www.cccc.vic.edu.au.

Appeals Process

- The College prefers that requests for an internal appeal are submitted to the college in writing, preferably using this form.
- The College does not charge a fee to lodge an internal appeal.
- The College will commence the internal appeal within 10 working days of the appeal lodgement and all reasonable measures will be taken to finalise the outcome as soon as practicable.
- The College will provide you with the contact details of a staff member who you can contact in relation to the appeal.
- You may be assisted by a support person at any relevant meetings, provided that person does not have a conflict of interest.
- The College will conduct the appeal in a professional, fair and transparent manner.
- The College will give consideration to the Victorian Charter of Human Rights and Responsibilities when conducting an internal appeal.
- The College will provide you with a written statement of the outcome of the appeal, which includes the reason for the outcome, within 10 days of completing the review. The written outcome will include the contact details for seeking an external review.

- The College will implement any favourable decision, or corrective and preventative actions required, from the appeal outcome immediately, and advise you of that action.
- The College's appeals process does not affect your rights to take action under Australian Consumer Law, if Australian Consumer Law applies.

How to complete this form

1. Fill out this Appeal Form.
This form must be completed in English only.
2. Print and sign the form.
3. Attach any additional supporting documentation you would like considered.
4. Please scan your completed form, along with any supporting documentation, and return via email to internationalprograms@ccc.vic.edu.au

Interpreter Assistance

If you require an interpreter to assist with phone calls with the College, you can contact the Translating and Interpreting Service (TIS) on +61 3 9268 8332.

Advise TIS of the language and dialect assistance that you require, and ask TIS to call Caroline Chisholm Catholic College, on +61 9296 5311 between 9.00am to 4.00pm Australian Eastern Standard Time from Monday to Friday, excluding Victorian public holidays. You will not be charged for the translation service.

Privacy Policy

The College must comply with Victorian privacy law when collecting and handling all personal and health information.

For further information, see Caroline Chisholm Catholic College's Information Privacy Policy at: www.cccc.vic.edu.au

Applicant Details (Parent/carer or financial sponsor)

Appellant First Name

Appellant Last Name

Relationship to student/s

Residential Address

Telephone number/s

Email/s

Student Details

Please provide the student/s details below.

Student 1 – ID Student 1 - Full Name Year Level

Date of Birth School

Student 2 – ID Student 2 - Full Name Year Level

Date of Birth School

Student 3 – ID Student 3 - Full Name Year Level

Date of Birth School

Additional Support

Please advise us if you require a translator to assist with any phone calls that may take place.

Yes No

Language

Dialect

Appeal Details

Please explain why you believe that Caroline Chisholm Catholic College has made an error in the original complaint outcome or formal decision below. Attach extra pages, if required. Please also ensure that you attach copies of any relevant supporting documents.

Appeal Outcome

Please outline below what outcome you are seeking. Attach extra pages, if required.

Appellant's signature

Signature:

Date: