



Overseas Students

Standard 10: Complaints and Appeals

The College has developed the following table that sets out the College’s obligations as a CRICOS registered provider in Standard 10, with a reference to the policy or procedure within our International Students Program that meets the obligation.

National Code Ref.	Obligation	How Caroline Chisholm Catholic College Meets this Obligation
10.1	The College must have and implement a documented internal complaints handling and appeals process and policy, and provide the international student with comprehensive, free and easily accessible information about that process and policy.	<u>International Students Complaints Handling Policy</u>
10.2	The College’s internal complaints handling and appeals process must:	<u>International Students Complaints Handling Policy</u>

- include a process for the international student to lodge a formal complaint or appeal if the matter cannot be resolved informally (10.2.1)
- include that the College will respond to any complaint or appeal the international student makes regarding his or her dealings with the College, the College's Education agents or any related party the College has an agreement with to deliver the international student's course or related services (10.2.2)
- commence assessment of the complaint or appeal within 10 working days of it being made in accordance with the College's complaints handling and appeals process and policy, and finalise the outcome as soon as practicable (10.2.3)
- ensure the international student is given an opportunity to formally present his or her case

[International Student Support Services Policy](#)

[International Students Records Management and Retention Policy](#)

	<p>at minimal or no cost and be accompanied and assisted by a support person at any relevant meetings (10.2.4)</p> <ul style="list-style-type: none">• conduct the assessment of the complaint or appeal in a professional, fair and transparent manner (10.2.5)• ensure the international student is given a written statement of the outcome of the internal appeal, including the detailed reason for the outcome (10.2.6)• keep a written record of the complaint or appeal, including a statement of the outcome and reasons for outcome (10.2.7).	
10.3	If the international student is not successful in the College's internal complaints handling and appeals process, the College must advise the international student within 10 working days of concluding the internal review of the international student's right to access an external complaint handling and appeals process	<u>International Students Complaints Handling Policy</u>

	<p>at minimal or no cost. The College must give the international student the contact details of the appropriate complaints handling and external appeals body.</p>	
10.4	<p>If the internal or any external complaints handling or appeal process results in a decision or recommendation in favour of the international student, the College must immediately implement the decision or recommendation and/or take the preventive or corrective action required by the decision, and advise the international student of that action.</p>	<p><u>International Students Complaints Handling Policy</u></p>