

Complaints and appeals policy

References: NC B St 5, [NC B St 6.1.6](#), NC B St 7, NC B St 8, NC B St 9, NC B St 10

The Cathedral College has a Complaints and appeals process and policy which complies with Commonwealth requirements.

Access to this process is available to an overseas student at any time, and for any complaint or appeal the student makes regarding The Cathedral College, having regard to the requirements under Standards 7, 8 and 9.

If the School's Complaints and appeals process is invoked under any of these standards, provisions under Standard 5 will also be applicable if the student is under 18 years of age and the School has approved accommodation, support and welfare arrangements.

NC B St 5
NC B St 7
NC B St 8
NC B St 9
NC B St 10

Copies of The Cathedral College's Complaints and appeals policy are provided to students prior to enrolment and again during the student's orientation.

Parents/students acknowledge that they have read this policy as part of the written agreement.

The Complaints and appeals policy is provided to students:

- a) in Pre-enrolment information
- b) in Student Handbook
- c) during Orientation
- d) www.tccr.com.au

It is the role of the following staff members to undertake these steps in the event of a student accessing the School's Complaints and appeals process.

Staff Member	Action	REF
Attempting informal resolution of the problem		NC B St 10 St 10.2.1
To discuss academic / study problems <ul style="list-style-type: none"> • Student Support Officer • Classroom teacher • House Dean • ESL teacher • Year Level Co-ordinator • School Careers Counsellor 	To discuss personal problems or problems adjusting to a new environment <ul style="list-style-type: none"> • Student Support Officer • House Dean / Pastoral Care • School Counsellor • Year Level Co-ordinator • Child welfare / safety officer 	To discuss accommodation problems <ul style="list-style-type: none"> • Student Support Officer • Assistant Principal - Boarding • Boarding Supervisor
Principal	<ul style="list-style-type: none"> • Ensuring the assessment of the complaint or appeal is conducted in a professional, fair and transparent manner 	NC B St 10 St St 10.2.5
Assistant Principal - Students	<ul style="list-style-type: none"> • If the problem is <u>not</u> resolved informally, advising the student to access the School's internal complaints and appeals process 	NC B St 10 St St10.2.1
Assistant Principal - Students	<ul style="list-style-type: none"> • Overseeing the School's internal process as per the School's policy and within required timelines <ul style="list-style-type: none"> - commencing assessment of a student's formal complaint or appeal within 10 working days - finalising the outcome as soon as practicable and giving the student detailed reasons for the outcome in writing 	NC B St 10 St 10.2.3 St 10.2.6
	<ul style="list-style-type: none"> • • 	

Enrolments Officer	<ul style="list-style-type: none"> Maintaining and monitoring the student's enrolment (and care arrangements if under 18 years of age) whilst the complaints and appeal process is ongoing and making the student aware of the School's obligation to do this. (See also 12. Policy and procedures for deferring, suspending or cancelling a student's enrolment.) 	NC B St 10 NC B St 7 St 7.6 NC B St 8 St 8.14 NC B St 5
Deputy Principal	<ul style="list-style-type: none"> If the student is not satisfied with the result or conduct of the internal complaints or appeals process, advising the student within 10 working days of concluding the internal review process of his/her right to access the external appeals process provided by the Overseas Students Ombudsman at minimal or no cost 	NC B St 10 St 10.3
Enrolments Officer	<ul style="list-style-type: none"> If necessary, overseeing the external process as per the School's policy and within stated timelines. 	NC B St 10
<p>In the case of</p> <ol style="list-style-type: none"> Notifying students who have been refused transfer to another registered provider (Standard 7) notifying students who have been assessed as failing to meet course progress or attendance requirements (Standard 8) Notifying students of an intention to suspend or cancel their enrolment (Standard 9) <p>it is the role of the following staff members to undertake these additional steps:</p>		NC B St 8 NC B St 9
Deputy Principal	<ul style="list-style-type: none"> When notifying the student of the School's: <ul style="list-style-type: none"> decision to refuse a transfer to another registered provider under Standard 7, intention to report the student in PRISMS for failing to meet visa requirements under Standard 8, or intention to suspend or cancel the student's enrolment under Standard 9, advise the student of his/her right to access the School's complaints and appeals process within 20 working days in accordance with Standard 10. If the student is not satisfied with the outcome of the internal complaints and appeals process, advising the student within 10 working days of receiving written advice of the outcome of their right to access the services of the Overseas Students Ombudsman. OSO to be accessed in accordance with timeframes set in policy. 	NC B St 7 St 7.5 NC B St 8 St 8.13 NC B St 9 St 9.4
	<ul style="list-style-type: none"> 	

Deputy Principal	<ul style="list-style-type: none"> • Ensuring the student’s enrolment (and welfare arrangements, if applicable) will be maintained by the school, and nothing is changed in PRISMS until <ul style="list-style-type: none"> - for Standard 7: the appeal finds in favour of the student, or - for Standard 8: the internal and external complaints processes have been completed and outcomes are in favour of the School, or - For Standard 9: the internal appeal process is completed, unless the student’s health or wellbeing, or the wellbeing of others, is likely to be at risk, or - the student has chosen not to access the internal complaints and appeals processes within the 20 working days period, or - the student has chosen not to access the external complaints and appeals process, or - the student withdraws from either the internal or external processes and has informed the school of this decision in writing. 	NC B St 7 St 7.6 NC B St 8 St 8.14 NC B St 9 St 9.6
Enrolments Officer	<ul style="list-style-type: none"> • Making any required changes in PRISMS as soon as practicable if the complaints and appeals process is completed, or student does not access <ul style="list-style-type: none"> - the School’s internal complaints and appeals process, or - the external complaints and appeals process, or - withdraws from either of these processes in writing, and advising the student he/she must contact Immigration to seek advice on whether a new student visa is required if enrolment is cancelled by the school. • Immediately take any corrective or preventative action required if the complaints handling or appeals process finds in favour of the student, and advising the student of that action. 	NC B St 7 St 7.4 NC B St 8 St 8.14 NC B St 9 St 9.5, NC B St 10 St 10.4

Enrolments Officer	<p>IN ALL CASES</p> <ul style="list-style-type: none"> • Keeping written records of the complaint and all steps taken, and filing these on the student's file, including: <ul style="list-style-type: none"> - copy of written complaint - copy of any 'Letter of Intention' issued under Standards 8 and 9 (if applicable) - copy of any assessments, reasons and outcomes from complaints and appeals processes provided to the student for Standards 7*, 8 and 9 - evidence of preventative or corrective action taken by the School (as necessary). <p><i>*Records for Standard 7 must be kept on file for 2 years after the student ceases to be an accepted student.</i></p>	NC B St 10 St 10.2.6 St 10.2.7 NC B St 7 St 7.5 St 7.7 NC B St 8 St 8.13 NC B St 9 St 9.4
<p>Further information is available on processes for handling complaints and appeals and timelines for reporting of students via the website of the Overseas Students Ombudsman (http://www.ombudsman.gov.au/about/overseas-student-ombudsman-landing-page). In particular, see the Better Practice Complaints Handling Guide for Education Providers and FAQs for private education providers</p>		
<p>Administrative documents relating to the School's Complaints and appeals process are: [as applicable]</p> <ul style="list-style-type: none"> • Proforma for recording responses and actions in relation to student complaints • Letter advising student to access School's <u>internal</u> Complaints and appeals process • Letter advising student of outcomes of Complaints and appeals process, reasons for decisions made and advice about external appeals. • Letter giving student information about accessing the School's <u>external</u> Complaints and appeals process (stand-alone alternative). 		
<p>See below for a copy of the School's Complaints and appeals policy.</p>		
<p>The following staff member / department is responsible for reviewing and updating the Complaints and appeals policy and processes:</p>		
Enrolments Officer	Enrolments Office	
<p>This policy should be checked and updated whenever there is a change in regulations about NC Standards 10 or related Standards (7, 8 or 9), or when existing policies need to be adapted or strengthened.</p>		