



INTERNATIONAL STUDENTS' COMPLAINTS APPEALS POLICY

Source of Obligation	Standard 10 of the National Code requires the College to have and implement a documented appeals process and policy, and provide the international student with comprehensive, free and easily accessible information about that process and policy.
Christway College's Policy	It is the College's policy that if a formal complaint received by, or related to, an international student is not resolved to the satisfaction of the complainant, it may, may present written notification to the Executive Principal if the decision was made by a Campus Principal. If the complainant is not satisfied after review by the Executive Principal or if the decision was made by the Executive Principal or the complaint is about the Executive Principal, the complainant can then write to the Chair of the College Board, requesting a review of the complaint resolution process. This process is explained in full in the Grievance and Complaints Policy and Procedures document available on the College website policies page: https://christway.vic.edu.au/about/policies
Support Person	The International Student has the right to be accompanied and assisted by a support person at any relevant meetings.
Right to Access External Appeals Processes	<p>If an international student is not successful in the College internal 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 complaints handling and appeals process at minimal or no cost.</p> <p>The College directs students to the Overseas Student Ombudsman (OSO).</p> <p>The OSO investigates complaints about problems that international students or intending international students may have with private education and training in Australia. The contact details for the OSO are as follows:</p> <p>Call: 1300 362 072 within Australia. Outside Australia call +61 2 6276 0111.</p> <p>Enquiries: 9:00am to 5:00pm Monday to Friday, Australian Eastern Standard Time (Australian Eastern Daylight Time when daylight savings is in effect)</p> <p>Postal: Commonwealth Ombudsman, GPO Box 442 Canberra ACT 2601.</p> <p>Website: http://www.ombudsman.gov.au/</p>
Purpose of External Appeals Process	The College must inform an international student who wishes to access the services of the OSO that, in most cases, the purpose of the OSO is to investigate whether the College has followed its own internal policies and procedures. Generally, the OSO does not make a decision in place of the College.



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CRICOS Provider Name: Christian Resource Ministries Incorporated | Provider Code: 01894D
Primary Years P – 6 Course Code: 030389C | Secondary Years 7 – 12 Code: 046659K

Result of Appeal Process

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

Record Keeping

The College 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 College. The Complaints Register is maintained in accordance with our **International Students Records Management and Retention Policy** which can be found on the College's international Students webpage: <https://christway.vic.edu.au/international-students>
