



INTERNATIONAL STUDENT APPEALS AND COMPLAINTS POLICY

Rationale:

Mount Waverley Secondary College has both a desire and a responsibility to ensure that high standards of our International Student Program are maintained at all times and that complaints raised by international students are managed and resolved fairly, efficiently, promptly and in accordance with relative DET, IED and school protocols.

Aims:

- To provide a harmonious, positive and productive college environment.
- To resolve complaints fairly, efficiently, promptly and in accordance with relative legislation.

Policy:

Complaints about school program

1. If a parent or student is dissatisfied with any aspect of the school program they should bring this to the attention of the International Student Coordinator of the college. If the complaint cannot be resolved, the complaint should be forwarded (in writing) to the College Principal.
2. The College Principal should endeavour to resolve the complaint but if the complaint is not resolved to the satisfaction of the student, parents or nominee, a copy of the written complaint together with the reason for the grievance may be forwarded to the General Manager of International Education Division (IED) within the Department of Education and Training (DET).
3. The General Manager will review the decision made by the Principal, provide the parent / student or nominee with an opportunity to present their case and either uphold the original decision or decide in favour of the parent / student.
4. If the parent / student is not satisfied with the General Manager's decision, they may take the complaint to DET's independent dispute resolution service.

Complaints about non-school aspects of the program

1. If the complaint is related to non-school aspects of the program, including complaints about tuition fees and refunds, the complaint should be made in writing to the General Manager of IED.
2. The General Manager of IED will forward the complaint to the relevant Unit Manager for assessment and advice.
3. The General Manager will inform the complainant of any pending action which may include referral to an external agency.
4. The General Manager will provide the parent / student or nominee with an opportunity to present their case and inform the complainant in writing of the investigation outcome and their right of appeal.
5. If the parent / student is not satisfied with the final decision of the IED, they may take the complaint to DET's independent dispute resolution service.

Support to the student during the complaints / appeals process

- During any complaint or appeal, an international student's enrolment at Mount Waverley Secondary College will be maintained until the complaint and appeals process is completed.
- Within the complaints / appeals process, Mount Waverley Secondary College will provide relevant information, as required, to International Education Division (IED) to support and facilitate a resolution.

- Mount Waverley Secondary College will provide and maintain appropriate welfare and wellbeing support to an international student until the complaint and appeals process is completed.

Review Cycle

This policy was updated on July 2021 and is scheduled for review in 2024.