

Complaints and Appeals Policy

Applicable to ESOS Standards 2018: Standard 10

1. Overview

- » Bayside English College is committed to providing a safe and non-discriminatory environment in which all students are entitled to receive fair, equitable and consistent treatment. Where a student feels that they have been treated unfairly, or if a student has a complaint about the behaviour of another person at the college, these complaints shall be handled in a timely, confidential and sensitive manner in accordance with this procedure.
- » If the student chooses to access the complaints and appeals processes, Bayside English College must maintain the student's enrolment while the complaints and appeals process is ongoing. The complaints and appeals process will be at no cost to the student.

2. Procedures

Internal

- » All formal complaints should be submitted to the Student Services Officer using the Complaint/Appeal Form which is available from Student Services.
- » When the formal complaint is made or the grievance is raised, the Director of Studies discusses the complaint/grievance with the Class Teacher or other relevant Staff Member in order to resolve the issue. All interactions are to be recorded in writing and kept on the student file. The student is given a copy of this.
- » If the issue remains unresolved, then within 10 working days of receipt of the formal complaint in writing, the Director of Studies will convene a panel to meet to resolve the issue. The panel shall comprise the Director of Studies, any relevant staff members and one other Bayside English College representative independent from the dispute. The panel shall meet with the student (and a support person if required) to present their case and attempt resolution.
- » The outcome, including details of the reasons for any outcomes and any resolution or action to be taken, is to be recorded in writing and a copy given to the student.
- » Where the result of a complaint/grievance supports the student, Bayside English College will immediately implement any decisions and corrective action required.

External

- » If the complaint or appeal remains unresolved the student will be advised by the Director of Studies that they may seek dispute resolution services provided by external organisations or seek legal remedies.
- » The students will be referred to the Overseas Student Ombudsman which offers a free and independent service for overseas students
 - Phone: 1300 362 072
 - Web site: <https://www.ombudsman.gov.au/complaints/international-student-complaints>

- » For a Bayside English College initiated process, the student must access the external appeals process within 10 working days.
- » If there is no advice that the student has accessed the external appeals process, Bayside English College will implement the process which had been initiated.
- » The decision of the Ombudsman is final and any further action the student wishes to take is outside Bayside English College's policies and procedures.
- » The Principal Executive Officer shall ensure that Bayside English College acts on any substantiated external appeal. Where the result of the external appeal supports the student, Bayside English College will immediately implement any decisions and corrective action required.