

International Students

Complaints and Appeals Process

1. Informal Resolution

As a first step in the resolution process, the College will attempt to informally resolve a complaint through meetings, discussions, or mediation.

Students are encouraged to speak directly with the person concerned if they feel comfortable in doing so. Students may ask a Teacher, Head of Year, College Counsellor or College Chaplain to support them during this process.

If the matter cannot be resolved informally through mediation, the matter will be referred to the Principal.

2. Formal Complaints and Appeals

Lodging an appeal or complaint

For formal complaints / appeals, where the College intends to report the international student for a breach of visa conditions, as outlined in the *International Student Complaints and Appeals Policy*, students have 20 working days from the date of receipt of a *Notice of Intent to Report (Visa Condition 8202)* to lodge a written appeal.

Students must complete the *Appeal Form – International Students* (document attached to the *Notice of Intent to Report (Visa Condition 8202)*) or request an *Appeal Form* from College Registrar or the Deputy Principal – Pastoral Care and submit this form:

- In person to: College Reception or the College Registrar; or
- By Email to: registrar@kennedy.wa.edu.au; or
- By registered post to: The Registrar

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For all other types of complaints, a student may follow the College's *Complaints Handling Procedure* and notify the Principal in writing of the nature and details of the complaint by:

- Emailing at mashby@kennedy.wa.edu.au; or
- Accessing the online Student Complaint Form at: <https://kennedy.wa.edu.au/complaint-and-feedback-form-for-students/> available on the College website.

3. College's Complaints and Appeals Response

- a. The formal internal *International Students Complaints and Appeals Process* will commence within 10 working days of the international student lodging a formal complaint or appeal and will be resolved as soon as practicable.
- b. Should the Principal request a meeting, each complainant will have the opportunity to present their case.
- c. Once the Principal has made a decision regarding the complaint or appeal, the student will be informed in writing of the outcome and the reasons for the outcome.
- d. The decision of the Principal, and / or the College Board, will be the final avenue of internal appeal within the College.
- e. If the outcome of a complaint or appeal is in favour of the student, the College will immediately implement the decision and any corrective and preventative action required and advise the student, in writing, of the outcome and action taken.
- f. Where the outcome of a complaint or appeal is not in the student's favour, the College will advise the student within 10 working days of concluding the process of the student's rights to access an external appeals process.
- g. Except for course progress and / or course attendance breaches, the College is not required to wait for the outcome of any external appeals process, before implementing the outcome of the internal appeal.
- h. When the external appeals process has been completed, the College will immediately implement the decision or recommendations required of the external complaints or appeals process.

For the duration of the complaints and appeals process, the student's enrolment will be maintained, and the student must continue to attend classes.

If the Principal deems that the student's health or well-being, or the well-being of others is at risk, the Principal may decide to suspend or cancel the student's enrolment before the complaints and appeals process has been accessed or fully completed. In such cases, the student may still lodge a complaint or appeal, even if the student is offshore.

4. College's Reporting Obligations

The College will only report a student for unsatisfactory course progress or unsatisfactory course attendance in PRISMS after:

- The internal and external complaints and appeals processes have been completed and resulted in a decision supporting the College.
- The student has chosen not to access the internal *International Students Complaints and Appeals Process* within the 20-working day period.

- The student has chosen not to access an external complaints and appeals process; or
- The student withdraws from the internal or external appeals process by notifying the College in writing.