

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

2.1. Lodging an appeal or complaint

Students and/or their parents/legal custodian wishing to lodge a complaint or appeal may request the *Complaints and Appeals Form – International Students* from the Registrar or Deputy Principal Pastoral Care. Once completed, this form may be submitted:

- 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

Kennedy Baptist College

PO Box 26

BULL CREEK WA 6149

For complaints not covered by the *International Students Complaints and Appeals Policy* or *International Students Course Attendance, Progress and Duration Policy*, 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 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 student is successful in the College's internal complaints and appeals process, 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. If the international student is not successful in the College's internal complaints and appeals process, the College must advise the international student of their right to access an external complaint handling and appeals process at minimal or no cost. This advice must be given to the international student within 10 working days of the completion of the internal complaints handling and appeals process.
- g. If the international student's complaint or appeal relates to a decision to cancel the student's enrolment, the College must wait for the internal complaints and appeals process to be completed before they can proceed.
- 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.