



## Complaints and Appeals (LNS781)

### If you have a concern, issue or complaint

It is always best to deal with a problem while it is small.

Most problems can be solved quickly by speaking to the teacher or Overseas Student Coordinator. They can also advise you about the most appropriate person to help solve your problem. If you cannot solve your problem by informal discussion, you can speak to the Class Teacher or Class Guardian or to Mr Stuart Rushton, Education Administrator.

### Formal Complaints

A formal complaint can be written or verbal and is usually of a serious nature. Verbal complaints require a formal interview where the details of the complaint will be recorded in writing. If you are under 18, you should have your guardian with you or if you are over 18 you can ask a parent or another support person to come with you to any interviews to assist you.

If you make a complaint, an investigation will commence in 10 school term days and you will receive a written statement of the outcome. This statement will include the reasons why decisions have been made and inform you of your rights to take the complaint further, if you are not satisfied with the outcome.

### Complaints Procedure

You must notify the Overseas Student Coordinator of your formal complaint. The Overseas Student Coordinator is responsible for investigating the complaint.

At the conclusion of the investigation you will be given a written report of the outcome including details of the reasons for the decisions. Records of the complaint and the decision will be kept on the student file.

### Appeals

You may appeal against a decision to report you to the Department of Immigration and Citizenship for unsatisfactory attendance or cancellation of enrolment based on student misbehaviour or any other reason as identified in the Policy on Deferment, Suspension or Cancellation of Enrolment. The appeal must be lodged within 20 working days of the date on the intention to report letter issued to you. Appeals for decisions relating to course progress in schools are dealt with in accordance with Board of Studies procedure for appeals.

For the duration of the appeals process student's enrolment will be maintained.

If you are not satisfied with the outcome of the internal complaint or appeal process, you will be given access to an external appeals process. According to the National Code 2007 the purpose of the external appeals process is to consider whether a provider has followed its policies and procedures – it is not to make a decision in place of the provider.

## External Appeals

You may contact the Community Justice Centre at: <http://www.cjc.nsw.gov.au>