



**POLICY TITLE: INTERNATIONAL STUDENT COMPLAINTS HANDLING POLICY**

**DEVELOPED / REVIEWED BY**

Policy Committee  
Director of Business Services and Advancement  
Head of Admissions  
Human Resources Manager  
Risk and Compliance Manager

**REVIEW SUMMARY**

Policy to be presented to the Policy Committee for the first time at the May 2024 meeting. Policy to be reviewed in the first twelve months to ensure accuracy to current legislative components.

**DOCUMENT DEVELOPMENT PROCESS**

This document was first developed by Director of Business Services and Advancement and the Head of Admissions in 2024.

**RATIONALE**

Standard 10 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code) requires the College to have and implement a documented internal complaints handling process and policy, and provide international students with comprehensive, free and easily accessible information about that process and policy.

**PRINCIPLES / GUIDING PRINCIPLES**

It is the College's policy to provide access to the College's **Complaints Handling Policy** to our international students for both formal and informal complaints which are managed through the College's Complaints Handling Program.

The College will respond to any complaint an international student makes regarding their dealings with the College, the College's Education Agents or any related third party the College has an arrangement with to deliver the international student's course or related services.

**PROCEDURES**

**Lodging a Formal Complaint**

To lodge a formal complaint, the international student or their parent/guardian must refer their formal complaint, in writing, to our Complaints Manager. For the purpose of this policy, the Complaints Manager is the Director of Business Services and Advancement, or appointed delegate.



Once the complaint has been received by the Complaints Manager, they will review the complaint and, where appropriate assign a relevant staff member to investigate, and report on, the complaint. The Complaints Manager will inform the international student or their parents/guardians that the complaint has been received and the College will commence the assessment of the complaint within the timeframes noted in the **International Student Complaints Handling Policy**.

### **Managing Complaints**

The College will commence assessing a complaint from an international student within 10 working days from the date on which the complaint was lodged.

The complaint will be assessed and managed in accordance with the College's Complaints Handling Program.

### **Maintaining Enrolment**

During the complaints process, the College will maintain the enrolment of the international student.

### **Internal Appeal**

If an international student or their parents/guardians are not satisfied with the result of the College's complaints handling process, they can decide to internally appeal the College's decision. Refer to our **International Student Complaints Appeals Policy**.

### **Right to Access External Appeals**

If an international student or their parents/guardians are not satisfied with the result from the College's internal complaints process, the College must advise the international student within 10 working days of concluding the internal review of their right to access an external complaints handling and appeals process at minimal or no cost.

The College must give the international student the contact details of the appropriate complaints handling and external appeals body. Refer to our **International Student Complaints Appeals Policy**.

### **Record Keeping**

The College ensures that complainants are given a written statement of the outcome of the complaint, including detailed reasons for the outcome.

The College maintains a full Complaints Register including the details, outcome and reason for the outcome of each complaint received by the College.

All statements and the Register are maintained in accordance with our **International Student Records Management and Retention Policy**.



### RESPONSIBILITY

- Principal
- Director of Business Services and Advancement
- Deputy Principal Wellbeing and Strategy
- Head of Admissions
- International Student Coordinator

### RELATED LEGISLATION

- National Code of Practice for Providers of Education and Training to Overseas Students 2018
- Education Services for Overseas Students Act 2000 (Cth)
- Education Services for Overseas Students Regulations 2001 (Cth)
- Migration Act 1958 (Cth)

### RELATED SIENA COLLEGE POLICIES

- International Student Complaints Appeals Policy
- International Student Records Management and Retention Policy
- International Student Complaints Handling Policy

### RISK

In the Committee's deliberations it is important to consider the College's main strategic processes and the identification of associated risks. Some sample questions are included for referral.

Answers are to be documented as part of the policy.

1. **Faith and Catholic Identity.** Identify any risks to Catholic Identity or Dominican charism of the school. How will this policy harm or enhance either?
2. **Reputation.** Identify if there are any reputational risks to the College. How will this policy impact Siena and wider communities?
3. **Financial.** Identify any financial risks to the College. How will this policy impact the financial stability of the College?
4. **Contemporary Learning and Teaching.** Identify any risks to learning and teaching. How will this policy impact the academic performance of the College?
5. **Wellbeing.** Identify any risks to safety and wellbeing. How will this policy impact the mental and physical wellbeing of the College community?
6. **Community Engagement.** Identify any risks to building community engagement. How will this policy impact community relationships?
7. **Governance and Leadership.** Identify any risks to governance and leadership in the College. How will this policy affect the strategic direction of the College?

Do any risks identified above warrant changes to the proposed policy? If so the policy should be referred back to the developer/s.

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NEXT REVIEW

May 2025

POLICY LOCATION

<https://sienacentral.siena.vic.edu.au/homepage/3452>  
[www.siena.vic.edu.au](http://www.siena.vic.edu.au)