

Full details of the student complaint policy are to be found in [www.studyintafe.edu.au](http://www.studyintafe.edu.au). This internal summary of the complaint procedure is to be read and understood subject there to.

## 1. Informal complaint

Attempts should be made by the staff concerned (within the school or college or DEC International) to resolve, through negotiation, any problem(s) raised by a student before a written complaint is made.

## 2. Legal Services

If the student is not satisfied with the informal negotiation, then a written complaint should be lodged, preferably on the *DEC Suggestion or Complaint Action Form*. In general, a complaint should be lodged where the problem occurred, (e.g. within the school or college or DEC International).

Upon receipt of the written complaint investigation must be commenced within ten working days and completed by the appropriate delegate in accordance with the DEC document *Complaints Handling Policy Guidelines*.

In addition, the following conditions apply as per the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 (The National Code):

- The complainant must be given a written statement of the outcome, including details of the reasons for the outcome. If the complaint or appeal process results in a decision that supports the student, the decision and/or corrective and preventative action required must be implemented immediately and the student is to be advised of the outcome.

Students must be advised of their right to appeal against a provider's intention to report them on the following grounds to the Department of Immigration and Border Protection (DIBP) which could lead to cancellation of their student visa:

- suspension/cancellation of enrolment (internal appeal only)
- unsatisfactory progress (internal and external appeal) or
- unsatisfactory attendance (internal and external appeal)

All appeals must be lodged within 20 working days of the date on the Intention to Report letter given to the student.

Appeals relating to student discipline will be considered as per the TAFE NSW Student Discipline policy or the Procedures for the Suspension and Expulsion of School Students.

Appeals relating to Course progress or attendance should be handled by the College/Institute or School, in accordance with the internal appeals procedure stated in *Complaints Handling Policy Guidelines*. If the student is not satisfied with the outcome of the internal appeal process they must be given access to an external appeals process, through DEC International.

According to the National Code the purpose of the external appeals process is to consider whether the provider has followed its policies and procedures- it is not to make a decision in place of the provider.

The Director of DEC International maintains a register of cases referred for external appeal.

The requirements of the National Code with regard to appeals in cases of course progress are stated in the procedures relating to course progress (International Students Course Progress).