

COMPLAINTS AND APPEALS POLICY

A copy of this policy will be provided to the student (or parent(s)/legal guardian if the student is under 18) at a reasonable time prior to a written agreement being signed, and again during orientation or within 7 days of the commencement of student attendance of the enrolled course.

1. Purpose

- a) The purpose of Nambour Christian College's Complaints and Appeals Policy is to provide a student or parent(s)/legal guardian with the opportunity to access procedures to facilitate the resolution of a dispute or complaint involving Nambour Christian College, or an education agent or third party engaged by Nambour Christian College to deliver a service on behalf of Nambour Christian College.
- b) The internal complaints and appeals processes are conciliatory and non-legal.

2. Complaints against other students

- a) Grievances brought by a student against another student will be dealt with under the College's Suspension and Exclusion policy.

3. Informal Complaints Resolution

- a) In the first instance, Nambour Christian College requests there is an attempt to informally resolve the issue through mediation/informal resolution of the complaint.
- b) Students should contact the Head of School in the first instance to attempt mediation/informal resolution of the complaint.
- c) If the matter cannot be resolved through mediation, the matter will be referred to the College Principal and Nambour Christian College's internal formal complaints and appeals handling procedure will be followed.

4. Formal Internal Complaints Handling and Appeals Process

- a) The process of this grievance procedure is confidential and any complaints or appeals are a matter between the parties concerned and those directly involved in the complaints handling process.
- b) The student must notify the school in writing of the nature and details of the complaint or appeal.
- c) Written complaints or appeals are to be lodged with the College Principal.
- d) Where the internal complaints and appeals process is being accessed because the student has received notice by the school that the school intends to report him/her for unsatisfactory course attendance, unsatisfactory course progress or suspension or cancellation of enrolment, the student has 20 working days from the date of receipt of notification in which to lodge a written appeal.
- e) Complaints and appeals processes are available to students at no cost.
- f) Each complainant has the opportunity to present his/her case to the College Principal.
- g) For the duration of the internal complaints and appeals process the student's enrolment will be maintained,

as required under the National Code of Practice for Providers of Education and Training to Overseas Students 2018 and the student must continue to attend classes.

However, if the College Principal deems that the student's health or well-being, or the well-being of others is at risk he/she 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 of shore.

- j) Once the Principal has come to a decision regarding the complaint or appeal, the student will be informed in writing of the outcome and the reasons for the outcome, and a copy will be retained on the student's file.

k) If the complaints and appeals procedure finds in favour of the student, Nambour Christian College will