



WESLEY COLLEGE

By daring & by doing

## COMPLAINTS AND APPEALS PROCEDURE FULL-FEE PAYING OVERSEAS STUDENTS

Any serious breach of the 'Student Code of Conduct', unsatisfactory progress/poor attendance (across a second semester), or non-payment of fees, may ultimately lead to the cancellation of the student's enrolment at Wesley College, and a report to the Secretary of the Department of Education through PRISMS. If this occurs, the student may need to seek advice from Immigration on the potential impact, as there may be implications for the ongoing viability of the student's visa.

It is always the intention of the College to work constructively and cooperatively with students, parents, and legal guardians, and we expect that regular communication through the College's well-established pastoral and academic care systems will allow the majority of issues to be resolved. However, if an issue is unable to be resolved through the normal course of communication, and the student enrolment is to be suspended, they may access the College's Complaints and Appeals process.

### Internal Process

The student will be allowed 20 working days to access the College's internal Complaints and Appeals process. A complaint should be submitted in writing to the Head of College, then the following will apply:

1. Assessment will begin within 10 working days, and a meeting with the Head of College will be arranged. The Head of College may ask other staff to attend the meeting (*such as Deputy Head of College, Head of School, International Student Liaison, Head of Boarding, Boarding Year Coordinator, Mentor, Wesley Psychologist*).
2. The student may be accompanied by a parent/guardian, or a support person.
3. Following the meeting, a written statement will be provided outlining the outcome of the meeting and any decisions made, along with the reasons for the decision(s).

If the complaint relates to the Head of College, the student and his family may send a written complaint to the Deputy Head of College or the Director of Finance. Please contact the Enrolments Department for guidance.

### Student Enrolment during the Complaints and Appeals Process

The College will uphold Standard 9 and 10 of the National Code during the Complaints and Appeals Process.

- During the internal process, the College will maintain the student enrolment.
- Dependent on the nature of the suspension, the Head of College will decide whether the student is allowed to attend classes and/or remain in the Boarding House. In the event the overseas student is required to be removed from the College Boarding House, the Local Carer will be asked to

accommodate the student. Under these circumstances it is preferable, and an expectation, that a parent or guardian fly to Perth as soon as possible to discuss and resolve the situation.

The College will await the outcome of the appeals process before notifying the Department of Education through PRISMS of the change to the student enrolment. The student will only be reported in PRISMS after:

- The internal process has been completed and the breach has been upheld;
- The student has chosen not to access the internal complaints and appeals process within the 20 working day period;
- The student withdraws from Wesley College (in writing).

Following the internal complaints process, if the student (and family) is not satisfied with the outcome or the recommendations made, Wesley will advise the student (and parents) within 10 days, that they may appeal the decision through the **Overseas Student Ombudsman** – an impartial, external body.

### **Overseas Student Ombudsman**

In the unlikely event that an issue is unable to be resolved through either the College's internal Complaints and Appeals process, the student may appeal through the [Overseas Students Ombudsman](#). Family or friends of the student may also contact the Ombudsman. The Overseas Student Ombudsman is independent and impartial. You can make a complaint in your own language, and the Ombudsman will pay for the interpreter.

### **External Appeal in favour of the Overseas Student**

If the external appeal is against the College's decision to report the student for poor attendance, progress, serious breach of school code of conduct, or failure to pay fees, Wesley will immediately implement the decision or recommendation and/or take the preventive or corrective action required by the decision, and advise the student of that action (in writing).

### **Student Welfare Arrangements – Cancellation or Suspension of Enrolment**

If a student is suspended, or their enrolment is cancelled, Wesley will continue to approve the welfare arrangements for that student until any of the following applies:

- the student has alternative welfare arrangements approved by another registered Provider
- care of the student by a parent or nominated relative is approved by Immigration
- the student leaves Australia
- Wesley College has notified Immigration under Standard 5.3.6 that it is no longer able to approve the student's welfare arrangements or under Standard 5.5 that it has taken the required action after not being able to contact the student.

### **Student Record of Complaint or Appeal**

A written record of the complaint or appeal, including a statement of the outcome and reasons for outcome will be provided by the Head of College (or his representative) to the student's parents and the record will be maintained on the student file, in perpetuity.

**Reference** *Student Complaints and Grievances Policy (Whole School Policy)*

Whilst upholding Standard 9 and 10 of the National Code 2018 during the complaints and appeals process, the whole school '**Student Complaints and Grievances**' policy will also apply.