International Student Complaints and Appeals Policy

Policy ID	INT-S10-POL	**Applies To**	International students, parents/legal guardians, education agents, accommodation providers, and other parties seeking to make a complaint or appeal relating to the College's international student programme.

1. PURPOSE AND SCOPE

Purpose

This policy establishes the framework for managing complaints and appeals made by international students and their parents or legal guardians.

The policy ensures that international students have access to fair, accessible, transparent, and timely processes for resolving complaints and appeals relating to their studies, welfare, enrolment, accommodation, or services provided by Moreton Bay Boys' College, its education agents, or third-party service providers.

The policy supports compliance with the Education Services for Overseas Students (ESOS) Act 2000, the National Code of Practice for Providers of Education and Training to Overseas Students 2018, and principles of procedural fairness.

Scope

This policy applies to:

- All international students enrolled at Moreton Bay Boys' College on a Student Visa (subclass 500);
- Parents and legal guardians of international students;
- Complaints relating to the College, its staff, education agents, accommodation providers, or third parties engaged by the College;
- Appeals relating to decisions affecting an international student's enrolment, attendance, course progress, accommodation, welfare arrangements, or student visa obligations; and
- Staff responsible for receiving, investigating, resolving, and recording complaints and appeals.

2. POLICY STATEMENT

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 *Moreton Bay Boys' 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 *Moreton Bay Boys' College,* or an education agent or third party engaged by *Moreton Bay Boys' College* to deliver a service on behalf of *Moreton Bay Boys' 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 school's Behaviour Policy/Code of Conduct.

3. Informal Complaints Resolution

a) In the first instance, *Moreton Bay Boys' 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 House or International Coordinator* 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 Principal and *Moreton Bay Boys' 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 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. [If there is a cost it must be minimal and should be detailed here].

f) Each complainant has the opportunity to present his/her case to the Principal.

g) Students and / or the School may be accompanied and assisted by a support person at all relevant meetings.

h) The formal internal complaints and appeals process will commence within 10 working days of lodgement of the complaint or appeal with the Principal and will be finalised within as soon as practicable.

i) 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 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 offshore.

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, *Moreton Bay Boys' College* will immediately implement the decision and any corrective and preventative action required and advise the student of the outcome and action taken.

l) Where the outcome of a complaint or appeal is not in the student's favour, the school will advise the student within 10 working days of concluding the internal review of the student's right to access the external appeals process.

However, the school is only obliged to await the outcome of an external appeal if the matter relates to a breach of course progress or attendance requirements. For all other issues, the school may take action (including making changes to the student's enrolment status in PRISMS) in accordance with the outcome of the internal appeal.

5. External Appeals Processes

a) If the student is dissatisfied with the conduct or result of the internal complaints and appeals procedure, he/she may contact and / or seek redress through the Overseas Students Ombudsman at no cost. Please see: http://www.ombudsman.gov.au/How-we-can-help/overseas-students or phone 1300 362 072 for more information.

b) If the student wishes to appeal a decision made by *Moreton Bay Boys' College* that relates to being reported for a breach of course progress or attendance requirement (under Standard 8), the student must lodge this appeal with the Overseas Student Ombudsman's office within 10 working days of being notified of the outcome of his/her internal appeal.

c) If the student wishes to appeal a decision made by *Moreton Bay Boys' College* that relates to:
   i) refusal to approve a transfer application (under Standard 7), or
   ii) suspension or cancellation of the student's enrolment (under Standard 9)

any choice to lodge an external appeal with the Overseas Student Ombudsman is at the student's discretion. The school need not await the outcome of any external appeal lodged, before implementing the outcome of the internal appeal.

6. Other legal redress

a) Nothing in the School's Complaints and Appeals Policy negates the right of an overseas student to pursue other legal remedies.

7. Definitions

a) Working Day – *any day other than a Saturday, Sunday or public holiday during term time*

b) Student – *a student enrolled at Moreton Bay Boys' College or the parent(s)/legal guardian of a student where that student is under 18 years of age*

c) Support person – *for example, a friend/teacher/relative not involved in the grievance.*

Working Day – any day other than a Saturday, Sunday or public holiday during term time

Student – a student enrolled at the College or the parent(s)/legal guardian of a student where that student is under 18 years of age

Support person – for example, a friend/teacher/relative not involved in the grievance.

3. ROLES & RESPONSIBILITIES

Role	*Responsibility*
Principal	Oversees the formal complaints and appeals process, makes decisions regarding complaints and appeals, and ensures procedural fairness is maintained.
Director of International	Oversees implementation of this policy, ensures compliance with ESOS and National Code requirements, and monitors complaints and appeals outcomes.
International Coordinator	Supports students through the complaints and appeals process, maintains records, and facilitates communication between parties.

Head of House / Relevant Staff Member	Assists with informal complaint resolution and early intervention where appropriate.
International Student	Raises concerns in a timely manner, provides relevant information, and participates in the complaints and appeals process in good faith.
Parent / Legal Guardian	Supports the student and participates in the process where appropriate, particularly where the student is under 18 years of age.

4. PROCEDURE

1. Students are encouraged to seek informal resolution of concerns before lodging a formal complaint wherever appropriate.
2. Formal complaints and appeals must be submitted in writing to the Principal and include sufficient detail to allow the matter to be properly investigated.
3. The College will acknowledge receipt of the complaint or appeal and commence the internal process within 10 working days.
4. Students may be accompanied and assisted by a support person at any stage of the process.
5. The College will investigate the complaint or appeal fairly, confidentially, and without bias.
6. Students will be advised in writing of the outcome of the complaint or appeal, including reasons for the decision and any corrective actions to be taken.
7. Where a student is dissatisfied with the outcome of the internal process, they may access an appropriate external appeals process.
8. The College will maintain the student's enrolment during the internal appeals process where required by the National Code.
9. Records of all complaints, appeals, outcomes, and actions taken will be maintained in accordance with College record-keeping requirements.

5. SUPPORTING INFORMATION

Legislative References

- Education Services for Overseas Students (ESOS) Act 2000
- Education Services for Overseas Students Regulations 2019
- National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Standards 5, 6, 7, 8, 9 and 10)
- Migration Act 1958
- Australian Consumer Law

Related Documents

- International Student Entry Requirements and Enrolments Policy
- International Student Transfer Policy
- International Student Progress, Attendance and Course Duration Policy

- International Student Deferment, Suspension and Cancellation Policy
- Accommodation and Welfare Policy
- Refund Policy
- Student Behaviour Policy
- International Student Written Agreement

Definitions

Term	*Definition*
Appeal	A request for a review of a decision made by the College that affects an international student.
Complaint	An expression of dissatisfaction with a service, decision, action, or omission by the College, an education agent, or a third-party provider engaged by the College.
International Student	A student enrolled at Moreton Bay Boys' College on a Student Visa (subclass 500).
Support Person	A friend, relative, teacher, or other person who is not directly involved in the complaint or appeal and who may accompany a student during the process.
Student	An international student enrolled at the College or, where the student is under 18 years of age, their parent or legal guardian.
Working Day	Any day other than a Saturday, Sunday, or public holiday during term time.

6. DOCUMENT CONTROL

The following accountabilities apply to this document:

Policy Owner	Director of International
Policy Approver	Principal

The review cycle for this policy is every year:

Last Approved	December 2025
Next Review	December 2027

The following revisions have been made to this document:

Version	*Date*	*Summary of Material Changes*
4.0	06 2026	Third Review – updated to new policy template
3.0	12 2025	Second Review – updated to separate MBC from MBBC
2.0	10 2024	First Review – updated to new policy template
1.0	07 2022	Policy Creation