

OVERSEAS STUDENTS COMPLAINTS HANDLING POLICY

Source of Obligation

Standard 10 of the National Code requires the School to have and implement a documented internal complaints handling process and policy, and provide overseas students with comprehensive, free and easily accessible information about that process and policy.

Perth College's Policy

It is the School's policy to provide access to the School's **Complaints Handling Policy** to our overseas students for both formal and informal complaints.

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

Lodging a Formal Complaint

To lodge a formal complaint, the overseas student or their parent/guardian must refer their formal complaint to our Complaints Manager in writing or via email (complaintsmanager@pc.wa.edu.au).

Once the complaint has been received by the Complaints Manager, they will review the complaint and, where appropriate assign a relevant Complaints Officer to manage the complaint.

The Complaints Officer will inform the overseas student or their parents/guardians that the complaint has been received and the School will commence the assessment of the complaint within 10 working days from the date the complaint was lodged.

Managing Complaints

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

Maintaining Enrolment

During the complaints process, the School will maintain the enrolment of the overseas student.

Internal Appeal

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

Right to Access External Appeals

If an overseas student or their parents/guardians are not satisfied with the result from the School's internal complaints process, the School must advise the overseas 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 School must give the overseas student the contact details of the appropriate complaints handling and external appeals body. Refer to our **Overseas Students Complaints Appeals Policy**.

Record Keeping

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

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

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