

## COMPLAINTS AND APPEALS

### If you have a concern, issue or complaint

It is always best to deal with a problem while it is small.

Most problems can be solved quickly by speaking to the teacher or International Student Coordinator at your school. They can also advise you about the most appropriate person to help solve your problem.

If you cannot solve your problem by informal discussions, you can speak to the Deputy Principal or Principal at your school or a Student Adviser at DE International. However if the situation is not resolved you may make a *Formal Complaint*. You should ask at your school about the procedure and the appropriate forms. The NSW Department of Education has *Complaints Handling Policy Guidelines*. The policy is also available on the DE website:

<https://education.nsw.gov.au>

### Formal complaints

A formal complaint can be written or verbal and is usually of a serious nature. Verbal complaints require a formal interview where the details of the complaint will be recorded in writing. If you are under 18, you should have your carer with you or if you are over 18 you can ask a support person to come with you to any interviews to assist you.

If you make a complaint, an investigation will commence in 10 (ten) working days and you will receive a written statement of the outcome. This statement will include the reasons why decisions have been made and inform you of your rights to take the complaint further, if you are not happy with the outcome.

### Appeals

You may appeal against a decision to report you to the Department of Home Affairs for unsatisfactory attendance or cancellation of enrolment based on student misbehaviour. The appeal must be lodged within 20 working days of the date on the intention to report letter issued to you.

Appeals for decisions relating to course progress in schools are dealt with in accordance with Board of Studies procedure for appeals.

### External appeals

If you are not satisfied with the outcome of the internal complaint or appeal process, you will be given access to the external appeals process through the NSW Ombudsman. The purpose of the external appeals process is to consider whether a provider has followed its policies and procedures – it is not to make a decision in place of the provider.