

International Students – Complaints and Appeals

ESOS Standard 10

- All of Brighton Grammar School's policies are intended to be up to date and be consistent with all relevant laws.
- Employees are expected to comply with all applicable policies.
- Various parts of the policies require managers and staff to exercise discretion and the policies are not intended to be applied in a legalistic or prescriptive manner.
- These policies may be varied by Brighton Grammar School from time to time, at its absolute discretion.
- Brighton Grammar School is fully committed to the protection of children and young people during all School activities and environments both within and outside of School hours.
- This is a whole of school policy and there may, from time to time, be variations in different parts of the School. In such circumstances, advice will be issued by the relevant Head of School

Introduction

The Education Services for Overseas Student (ESOS) Act sets out the legal framework governing delivery of education to overseas students studying in Australia on a student visa. Within the ESOS legislative framework are the standards to ensure quality with which Brighton Grammar School must comply in order to retain registration as an educational provider for an International Student.

Standard 10, Complaint and Appeals, requires Brighton Grammar School to have an internal complaint handling and appeals process in place. Professional, timely, inexpensive and documented complaints handling and appeals processes ensure that grievances between overseas students and registered providers can be heard and addressed.

Purpose

This purpose of this policy is to outline the process in place to assist students should they have a complaint against Brighton Grammar School or wish to lodge an appeal regarding a decision that has been made.

Complaints process

Brighton Grammar will respond to all complaints and appeals made by students or their families regarding dealings with the school, agents, third parties, homestay hosts or any other related party that the school has an arrangement with to deliver the course of study or other services related to the study.

The school will supply a written outcome statement for all internal and complaints and appeals that clearly states:

- An overview of the complaints process that was followed in order to reach the resolution
- The parties involved in the process
- The outcome of the complaint or appeal
- A detailed explanation of the reasons for reaching the outcome
- Any rectification that has been undertaken or will be addressed

Copies of this outcome statement and all records relating to the complaint or appeal will be kept on the student record in the school's database in line with the school's data retention policy.

Complaints against other Students

Any complaint or grievance against another student that attends Brighton Grammar School will be dealt with under the Student Code of Conduct and Behaviour procedures. If a student has a complaint against another student they should direct their concerns to their class teacher (JS), House Tutor, Head of House or Director of Students (SS) in the first instance. If no resolution can be achieved then escalation via the formal complaints process can be enacted.

Complaints regarding Homestay arrangements

Students that have a concern regarding homestay arrangements must discuss these concerns with the schools International Liaison Officer who will assist the student in communications with the Homestay family and support in the rectification of the concern. If no resolution can be achieved then escalation via the formal complaints process can be enacted.

Complaints against third party providers

The school will support the student with any complaint they wish to raise regarding any supplier that has a third-party arrangement with Brighton Grammar. An informal complaint should be raised with the International Liaison Officer in the first instance for immediate support and rectification. If no resolution can be achieved then escalation via the formal complaints process can be enacted.

Complaints against Brighton Grammar School

Brighton Grammar School will attempt to resolve all complaints and concerns via informal conversations or mediation between the student and House Tutor in the first instance. It is expected the student would contact the House Tutor to arrange these discussions as soon as practical.

All complaints are treated as confidential and a matter between the parties involved.

If further consultation and assistance is required the matter may be referred to the Head of House, Director of Students or Deputy Head of School. If this is the case, then the complaint and consultation process is documented and saved on the student file in Synergetic, the schools database.

If no resolution has been reached then a formal complaint can be lodged with the Headmaster.

Students may have a support person present at all informal and formal meetings.

Formal Complaints procedure

If a student wishes to proceed with a formal complaint the following process applies.

1. The student submits the complaint in writing to the Headmaster using the Complaints and Appeals form available for download on the International Student page on the school website (or via request to the International Liaison Officer)
2. The student has an opportunity to present his case formally to the Headmaster. *Note: A support person may accompany the student at this meeting*
3. The Headmaster will review the case in detail and provide a response and outcome in writing to the student within 20 working days (10 days for the initial assessment and a further 10 days for formalising and finalisation of the outcome).
4. If the decision finds in favour of the student Brighton Grammar School will implement any corrective and/or preventative actions immediately.

All complaints will be reviewed in a fair, transparent and professional manner.

It is expected that the student remains at school and attends all classes during this process, if safe to do so.

No cost will be incurred by the student to lodge a complaint with the school at any stage of the informal and formal internal review process.

Further independent assistance

If no resolution and agreement can be obtained then the school will advise the student in writing that they have 10 working days to raise the complaint with the below independent appeals board. If this situation arises then the student may be encouraged to access legal aid in order to minimise any associated costs.

If an external review finds in favour of the student the school will immediately implement any decisions made as a result of the review process.

The school will not adjust student records in PRISMS as unsatisfactory completion until the complaints process is finalised and an agreed resolution has been reached.

Further assistance can be obtained by the student by contacting:

The Overseas Student Ombudsman

Telephone (M-F 9am-5pm) – 1300 362 072 or +61 2 6276 0111

Or via the website: <https://www.ombudsman.gov.au/making-a-complaint/overseas-students>

[Documents to support this policy](#)

Complaints and Appeals template

This Policy is a controlled document. Any printing of this document is uncontrolled. Please refer to the school portal for the latest version of this policy	
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