

## **EQI Complaints and Appeals Policy - General**

Education Queensland International (EQI) is registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) as a Registered Provider of courses to students in Queensland. EQI provides primary and secondary school courses to international students through selected Queensland Government Schools. As a Registered Provider, EQI must comply with the provisions of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 (National Code 2007).

The National Code 2007 sets out the requirements of education providers in relation to the educational outcomes and services which must be delivered to students on student visas.

Standard 8 of the National Code 2007 and section 8 of the Education (Overseas Students) Regulation 1998 require Registered Providers to have appropriate dispute resolution procedures including a documented complaint handling and appeals policy freely accessible to students.

This policy sets out EQI's General Complaints and Appeals procedure. It applies to all complaints and appeals except for complaints and appeals where EQI has decided to suspend or cancel a student's enrolment in a course provided by EQI. Where EQI has decided to suspend or cancel a student's enrolment, reference should be made to the "Complaints and Appeals Policy - Suspension or Cancellation of Enrolment".

A copy of this policy must be provided to each prospective international student before a contract about the student is entered into or before an amount is paid by the student or the student's parents for the student's participation in a registered course. A copy of this policy must also be provided within 7 days after a student starts attending a registered course conducted by EQI in which the student is enrolled.

### Complaints and Appeals

1. If the parent/guardian and/or the student:
  - (a) has a complaint about EQI, a School, an Approved Homestay Family or the Program; or
  - (b) disagrees with a decision which has been made by EQI, a School or an Approved Homestay Family

which cannot be resolved informally, the parent/guardian and/or the student may initiate this complaints and appeals process within 20 working days of the relevant decision or act or omission of EQI, a School or an Approved Homestay Family about which the parent/guardian and/or student wishes to complain.
2. In the event of a complaint or appeal by the parent/guardian and/or student, the parent/guardian and/or student may nominate a support person to assist and accompany the parent/guardian and/or student at any stage of the complaints and appeals process.
3. Complaints must be made in writing and lodged with the relevant School Principal.
4. Subject to paragraph 5, upon receipt of a written complaint from a parent/guardian and/or student, the School Principal will:
  - (a) investigate the complaint; and

- (b) respond in writing to the parent/guardian and student,  
within ten (10) working days after the receipt of the complaint.
5. If, upon receipt of a written complaint from a parent/guardian and/or student, the School Principal is of the view that the complaint or appeal should be immediately referred to the Director EQI, then the School Principal may immediately refer the matter to the Director EQI.
6. If the parent/guardian and/or student is not satisfied with the response given by the School Principal, the parent/guardian and/or student may appeal in writing to the Director EQI within five (5) working days of receiving the written response of the Principal.
7. Upon the referral of a complaint from a School Principal, or receipt of a written appeal from a parent/guardian and/or student, the Director EQI will:
- (a) investigate the complaint; and
- (b) respond in writing to the parent/guardian and student,  
within ten (10) working days after the receipt of the complaint or appeal.
8. If the parent/guardian and/or student remains unsatisfied with the response given by the Director EQI the parent/guardian and/or student may appeal in writing to the Director-General, Department of Education, Training and the Arts, within five (5) working days of receiving the written response from the Director EQI.
9. If the above processes do not resolve the dispute with the parent/guardian and/or student, the parent/guardian and/or student may initiate an independent mediation of the conduct and process followed by EQI in handling the complaint.
10. EQI has an arrangement in place with the Dispute Resolution Branch of the Department of Justice and Attorney-General who will conduct an independent mediation for unresolved matters.
11. To initiate an independent mediation, the parent/guardian and/or student must, within five (5) working days of being notified of the outcome of the parent/guardian and/or student's complaint to the Director-General, lodge a written request to:
- Dispute Resolution Branch  
Department of Justice and Attorney-General  
GPO Box 149  
Brisbane Q 4001
- Or
- Level 1, Brisbane Magistrates Court  
363 George Street, Brisbane  
Tel: +617 3239 6269 (free call 1800 017 288)  
Fax: +617 3238 6284
12. The independent mediation will not consider new evidence or materials relating to the substantive merits of the original decision or the outcome of the Internal Review. However, the parent/guardian and/or the student may provide additional materials and evidence relating to the procedure that was followed by EQI in the conduct of the Internal Review.

13. The outcome of the independent mediation will be notified in writing to the parent/guardian and/or student and EQI.
14. If at any time during the student's enrolment at a Queensland Government School, the parent/guardian and/or student is concerned about certain actions undertaken by the School or EQI, the parent/guardian and/or student may lodge a written complaint to the State Authority for CRICOS Registration, through the Office of Training and International Quality of the Queensland Department of Education and Training. Complaints should be addressed to:

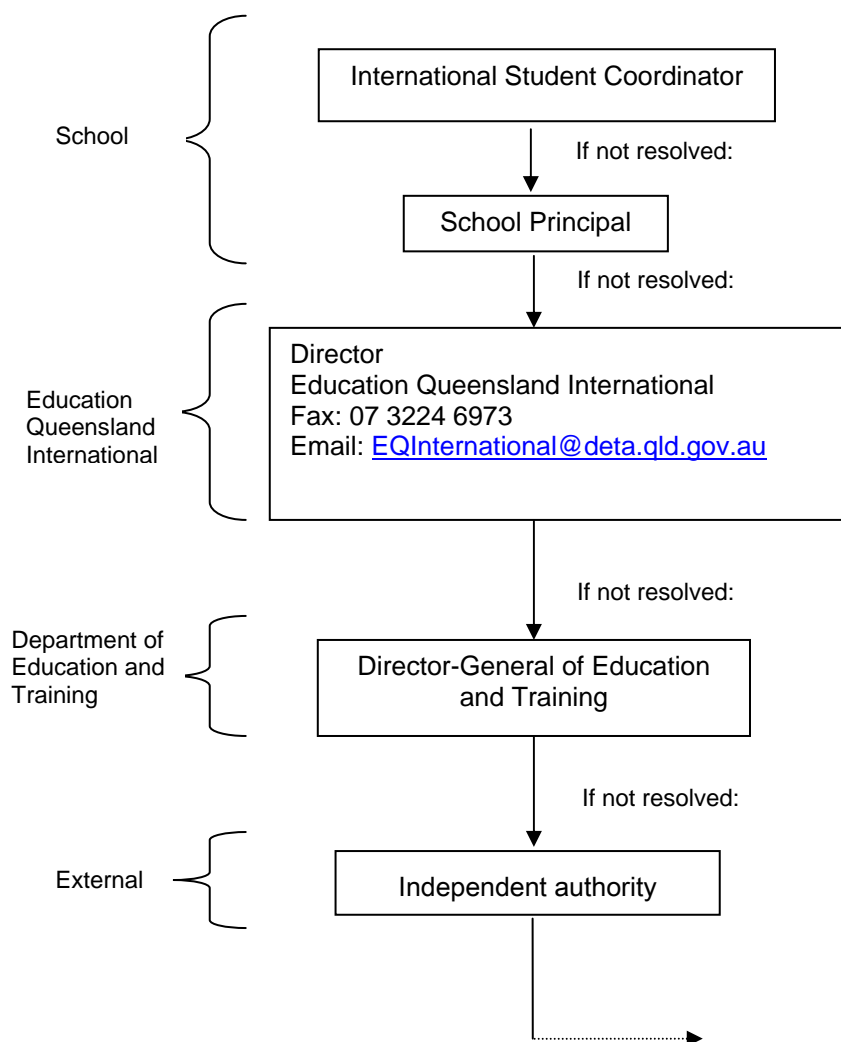
**The Director- General**

Attn: Manager, CRICOS Registration  
Office of Training and International Quality  
Department of Education and Training  
PO Box 15033  
City East Qld 4002

The parent/guardian and student acknowledge that the Director-General of the Department of Education and Training has the power to suspend or cancel a school's registration or a course if a breach of the requirements of registration provision is proven.

15. The availability of this complaints and appeals process, does not remove the right of the student to take action under Australia's consumer protection laws. Furthermore, this policy does not prevent an international student from exercising their rights to other legal remedies.

## FLOWCHART FOR COMPLAINTS AND APPEALS



**International students may choose a support person to represent them or act on their behalf. This support person may be a friend, homestay parent or a legal representative.**

EQI recommends the following independent mediator:

Dispute Resolution Branch  
 Department of Justice and Attorney General  
 Postal Address: GPO Box 149 Brisbane Qld 4001  
 Street Address: Level 1, Brisbane Magistrates Court, 363 George Street, Brisbane Qld 4000

Phone: +617 3239 6269  
 Fax: +617 3239 6284  
 Phone outside Brisbane: 1800 017 288