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International 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 international students with comprehensive, free and easily accessible information about that process and policy.
Meriden School's Policy	<p>It is the School's policy to provide access to the School's Grievance and Complaints Policy and Procedures - Parents and Students to our international students for both formal and informal complaints which are managed through the School's Grievance and Complaints Policy and Procedures - Parents and Students.</p> <p>The School will respond to any complaint an international 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 international student's course or related services.</p>
Lodging a Formal Complaint	<p>To lodge a formal complaint, the international student or their parent/guardian must refer their formal complaint to the Head of Senior School (Years 7-12) or Head of Junior School (Years PK - 6).</p> <p>The Head of Senior School or Head of Junior School will inform the international 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.</p> <p>For more information, refer to our Grievance and Complaints Policy and Procedures - Parents and Students.</p>
Managing Complaints	<p>The School will commence assessing a complaint from an international student within 10 working days from the date on which the complaint was lodged and finalise the outcome as soon as is practicable.</p> <p>The complaint will be assessed and managed in accordance with the School's Grievance and Complaints Policy and Procedures - Parents and Students.</p> <p>The School will conduct the assessment of the complaint or appeal in a professional, fair and transparent manner and the international student will be given an opportunity to formally present her case at minimal or no cost and be accompanied and assisted by a support person at any relevant meetings.</p>
Maintaining Enrolment	During the complaints process, the School will maintain the enrolment of the international student.
Internal Appeal	If an international 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 International Students Complaints Appeals Policy .

**Right to
Access
External
Appeals**

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