



Sacré Cœur

Student Grievance and Appeals Procedure (International Students)

Document Control

Document Details

Document Name	Student Grievance and Appeals Procedure (International Students)
Document created by	Director of Risk and Compliance/Child Safety Officer
Document Approval	The Leadership Team

Document Management

Relevant to	Parents/Caregivers, Prospective Families, Students, Staff and Homestay providers
Related documents include (but not limited to):	• PROTECT Identifying and Responding to Abuse - Reporting Obligations Policy (2022) • Child Safety and Wellbeing Policy (2022) • Reportable Conduct Policy (2022) • Child Safe Code of Conduct (2022) • Engaging Families in Child Safety Policy (2022) • Diversity Policy (2023) • Anaphylaxis and Allergic Reaction Policy (2021) • Parent/Caregiver Code of Conduct (2019) • Student Code of Conduct (2019) • Staff Code of Conduct (2021)
Related Legislation/Guidelines includes (but not limited to):	• Ministerial Order 1359 (Vic) • Education and Training Reform Regulations (2017) (Vic) • Equal Opportunity Act (2010) (Vic) • Disability Discrimination Act (1992) (Cth) • Disability Standards for Education (2005) (Cth) • Charter of Human Rights and Responsibilities Act (2006) (Vic) • Privacy Act (1988) (Cth) • Education Services for Overseas Students Act 2000 • Education and Training Reform Act 2006 • National Code of Practice for Providers of Education and Training to Overseas Students 2018
Review	Every 3 years, or as required

Change History

Author	Date	Change Description	Version
N Visic	November 2024	New Policy developed for the purpose of CRICOS Registration. Policy reviewed and endorsed by the Leadership Team. Policy communication to the School Community and published on the School's website.	V1
N Visic	May 2025	Policy updated to reflect amendments as per the VRQA request for CRICOS registration.	V2



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Introduction

Sacré Cœur is a Catholic independent girls' school, from Preparatory to Year 12. Sacré Cœur is a non-selective school and we welcome applications from families of all religious faiths. Our dedication to building confident students with a commitment to academic endeavour and social justice stems from our Sacred Heart tradition, and foundress of the RSCJ, St. Madeleine Sophie Barat.

We are privileged to belong to an international Sacred Heart family of over 150 schools across 41 countries. Our extended international family helps to grow our sense of community as we learn together through diverse opportunities, and engage in programs that support social justice initiatives locally and across the globe.

A Sacré Cœur education offers a transformative experience and is linked to a nurturing, supportive community in which Christian values are authentically embedded, lived and shared by all in the School. The experience is inclusive of all dimensions of a whole person – the spiritual, academic, social-emotional, physical, psychological, aesthetic, and ethical.

We give expression to our commitment and excellence in the spirit of Cor Unum through living out our five Sacred Heart Goals, which are:

1. *A personal and active faith in God* → **IDENTITY** → “Find Your Hope”
2. *A deep respect for intellectual values* → **LEARNING** → “Educate Your Mind”
3. *A social awareness that impels to action* → **SERVICE** → “Give Your Heart”
4. *The building of community as a Christian value* → **BELONGING** → “Create Your Connection”
5. *Personal growth in an atmosphere of wise freedom* → **DISCERNMENT** → “Fulfil Your Purpose”

Our graduating students move forward, connected to, identifying with, and belonging to something infinitely bigger than themselves. Sacré Cœur students and alumnae have, and will continue to have, a discernible impact on our world. They seek to be people of integrity and positive influence.

1. Purpose

This procedure document outlines the processes and responsibilities for handling complaints and appeals in accordance with Standard 10 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018). It ensures that all complaints and appeals are handled effectively, fairly, and consistently.

The School respond to any complaint or appeal the international student makes regarding her dealings with the registered provider, the registered provider's education agents or any related party the registered provider has an arrangement with to deliver the overseas student's course or related services.

2. Scope

This policy applies to all staff, international students, parents/caregivers of international students and homestay providers.

3. Key Contact

Where a Student or their parent/caregiver have a complaint or grievance they should contact the International Student Coordinator at Sacré Cœur in the first instance.

4. Policy

This policy should be read in conjunction with the **Sacré Cœur's Complaints Policy** and **Student Grievance and Appeals Policy (International Students)** which applies to all students, including International students. Additional arrangements in this policy ensures compliance with the [Education Services for Overseas Students \(ESOS\) Act, National Code Standard 10](#), specifically:

- International students will be made aware of the Sacré Cœur's policies as part of the induction process for new students to Sacré Cœur
- Parents/caregivers will be made aware of the **Sacré Cœur's Complaints Policy** and **Sacré Cœur's Grievance and Appeals Policy** upon confirmation of enrolment
- If the complaint is not resolved informally, international students may present their case in writing and can be assisted and accompanied by a support person
- If a formal complaint lodged by, or related to, an international student cannot be resolved by the International Student Coordinator it may, at the request of the complainant, be escalated to an Appeals Panel.

This policy ensures the international student is 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 as part of the **Grievance and Appeals Policy (International Students)**.

5. Appeals Panel

- An Appeals Panel will be assembled as needed, and will be made up of a minimum of three members who have the requisite independence from the issue at hand to address the appeal on its merits, in an equitable, impartial, objective and unbiased manner
- The make-up of the Appeals Panel will be determined by the Principal on a case-by-case basis, depending on availability and the nature and complexity of the complaint to be considered
- Where the matter is escalated to an Appeals Panel, the Panel aims to resolve the complaint within 28 days from the date of referral and, in any event, no later than 42 days after the original complaint was received.
- The process will be conducted in a timely manner to take into account the students visa and enrolment in future subjects and courses and will begin within 10 working days of the School receiving a formal written complaint
- The Student's enrolment will be maintained during the process however the Student may be excluded from classes during this time (subject to the School's **Student Wellbeing Policy**, **Student Code of Conduct** and other relevant behaviour management policies)
- A written statement of the outcome of the investigation, including details of the resolution and reasons will be provided to the student and their parents/caregivers.

Where the overseas student is not successful in the School complaints and appeals processes, the School will advise the overseas student and their parents/caregivers of their right to access an external complaints handling and appeals process at minimal or no cost. The advice will be given to the overseas student within 10 working days of the completion of the internal review.

6. External Dispute Resolution

[Education Services for Overseas Students \(ESOS\) Act, National Code Standard 10](#) requires the School to have arrangements in place for an external dispute resolution provider to hear complaints or appeals from overseas students arising from our internal complaints and appeals process.

Where an agreement or resolution cannot be reached, the School nominates the [Overseas Student Ombudsman \(OSO\)](#). The OSO investigates complaints about problems that overseas students or intending overseas students may have with private education and training in Australia. The contact details for the OSO are as follows:

Call: 1300 362 072 within Australia
Call: +61 2 6276 0111 outside Australia
Enquiries: 9:00am to 5:00pm Monday to Friday, Australian Eastern Standard Time (Australian Eastern Daylight Time when daylight savings is in effect)
Complaint: [Online Ombudsman Complaint Form](#).

If the outcome of a student's grievance through the School's internal or external complaints and appeals handling process is favourable to the student, the School will immediately advise the Student of this and implement any decision and/or corrective and preventive action required.

If the decision is made to suspend or cancel a student's enrolment, the change to the student's enrolment will be recorded through [PRISMS](#). Once the Department of Education has been notified of a deferment, suspension or cancellation of a student's enrolment, the student has 28 days in which to:

- leave Australia,
- show the [Department of Home Affairs](#) a new **Confirmation of Enrolment**, or
- provide the [Department of Home Affairs](#) with evidence that she has accessed an external appeals process.

7. Consumer Protection Laws

Student and/or parents/caregivers may take any action under [Australia's Consumer Protection Laws](#).

8. Review of Policy

This policy will be reviewed for effectiveness:

- As part of Sacré Cœur's policy review schedule;
- As required, with changes to current legislation, research, policy and best practice;
- Following issues raised through the **International Students – Grievance and Appeals Policy** or the **Complaints Policy (or Grievances Policy)**; and
- Upon receipt of staff and parent/caregiver feedback.