



UPPER YARRA  
SECONDARY COLLEGE

# Complaints, International Students

## Background

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Upper Yarra Secondary College (UYSC) is committed to managing complaints and appeals impartially, promptly and confidentially.

## Initial Resolution Prior to Lodgement of a Formal Complaint

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Any initial difficulties prior to the submission of an official complaint will be dealt with by negotiation between the student, the homestay provider, the parent, the International Student Program Leader and the Principal (or delegate). If necessary, a translator will be sought by the school to assist with negotiations.

## Formal Complaint

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Failing the resolution of the complaint by the above process, the formal investigation of a complaint will require that details of the complaint be lodged in writing with a copy being sent to the Principal and one to the International Student Division of the DEECD at:

Executive Director  
International Education Division  
Department of Education and Early Childhood Development  
GPO Box 4367  
Melbourne,  
Victoria 3001  
Australia.

The handling of the complaint will commence within 10 working days of receipt of the complaint.

## Submission of Complaints

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The Principal will inform the International Education Division of DEECD of any issues or complaints in relation to the International Student Program offered in Victorian government schools.

## Consideration of Complaints

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- The Executive Director, International Education Division, DEECD, will consider the formal complaint.
- After consideration of all of the available evidence, the Executive Director, International Education Division, DEECD, may decide to uphold the complaint and issue a refund of the appropriate amount (if applicable), refer the complaint back to the school for resolution, or dismiss the complaint.

Please check the UYSC and the International Education Division, Department of Education and Early Childhood Development web sites to check for updates.

## Legal Rights

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A number of documents regarding rights of International Students can be found at:

<http://www.humanrights.gov.au/publications/book-principles-promote-and-protect-human-rights-international-students>

Comprehensive information about the program can be found at <http://www.study.vic.gov.au>

## Evaluation

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This policy will be reviewed as part of the school's three-year review cycle.

Author:	
Ratified By: Name:	Signature:
	Date:
Date Implemented:	
Date Updated On-Line:	
Review Date:	Responsible for Review:
References:	