

## International Students Complaints Handling Policy

<b>Source of Obligation</b>	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.
<b>TIGS' Policy</b>	<p>It is the School's policy to provide access to the School's <b>Complaints Handling Policy</b> to our international students for both formal and informal complaints which are managed in accordance with this policy.</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>
<b>Students</b>	<p>Students should contact their teacher, Dean of International Students, Enrolment Officer, International or Homestay Coordinator in the first instance to attempt mediation/informal resolution of the complaint.</p> <p>If the matter cannot be resolved through mediation, a formal complaint should be lodged with the Complaints Manager.</p>
<b>Lodging a Formal Complaint</b>	<p>To lodge a formal complaint, the international student or their parent/guardian must refer their formal complaint to our Complaints Manager.</p> <p>Once the complaint has been received by the Complaints Manager, they will review the complaint and, where appropriate assign a relevant Complaints Officer to manage the complaint.</p> <p>The Complaints Officer 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 <b>Complaints Handling Policy</b>.</p>
<b>Managing Complaints</b>	<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.</p> <p>The complaint will be assessed and managed in accordance with the School's <b>Complaints Handling Policy</b>.</p>
<b>Maintaining Enrolment</b>	During the complaints process, the School will maintain the enrolment of the international student.
<b>Internal Appeal</b>	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 <b>International Students Complaints Appeals Policy</b> .
<b>Right to Access External Appeals</b>	<p>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.</p> <p>The School must give the international student the contact details of the appropriate complaints handling and external appeals body. Refer to our <b>International Students Complaints Appeals Policy</b>.</p>
<b>Record Keeping</b>	<p>The School ensures that complainants are given a written statement of the outcome of the complaint, including detailed reasons for the outcome.</p> <p>The School maintains a full Complaints Register including the details, outcome and reason for the outcome of each complaint received by the School.</p> <p>All statements and the Register are maintained in accordance with our <b>International Students Records Management and Retention Policy</b>.</p>