

Overseas Student Complaints and Appeals (Grievance) Policy and Procedures

Policy Name	Overseas Student Complaints and Appeals (Grievance) Policy and Procedures
Constructed/Reviewed by	Executive/Board
Review	Last Review March 2023 Next Review March 2025

Yarra Valley Grammar (the School) is aware that overseas students may encounter certain problems and difficulties during their period of enrolment at the School and the Overseas Student Complaints and Appeal (Grievance) Policy is designed to assist the overseas

Procedure- Overseas Student Reporting

- x The School will maintain the enrolment of the overseas student until the complaints and appeals process is completed. To 'maintain the overseas student's enrolment' means the School does not notify the Department of Home Affairs of any change to the overseas student's enrolment status through the Provider Registration and International Student Management System (PRISMS).
- x The School will maintain the overseas student's enrolment throughout the internal appeals process for all types of complaints or appeals. However, depending on the nature of the claim, the overseas student may not be allowed to attend classes during this time.
- x If the appeal is against the School's decision to report the overseas student for:
 - ¾ Unsatisfactory results; and/or
 - ¾ Unsatisfactory attendancethe School will maintain the overseas student's enrolment (i.e. not report the overseas student for unsatisfactory attendance or performance) to the extent that is permitted.
- x If the appeal is against the