



# ***International Student Complaint Process***

**CRICOS Code: 00117J**

## **What should you do if you have an issue or concern?**

If you are not happy with any part of our service, you have the right to complain and be heard and dealt with in a fair and just manner. In Australia, it is considered acceptable that when you have a problem with either a person or service, you are able to discuss it with them. Staff at the International Student Centre (ISC) are committed to the well-being of International students, and your comments will allow the ISC to provide a better service. No judgement will be made against you for bringing your problem to the attention of the person or service, and by speaking up you will be making it less likely for the situation to occur again.

## **Steps you can take to resolve your complaint.**

### **1. Raise the issue directly**

Direct contact is usually the fastest and most efficient way to solve a problem. Raise the issue with the staff member or person involved, and explain your point of view.

### **2. Request a meeting with management personnel of the ISC**

If you are not satisfied that matters were handled correctly, or if you are not happy to discuss the issue with the staff member concerned, request a meeting with the Executive Officer or Director of the ISC.

### **3. Send a formal complaint in writing to the Director of the ISC**

A complaints form is attached for this purpose. The Director or Executive Officer will promptly address your written complaint in consultation with other personnel within the ISC. You should receive a written response within 14 days of the decision that was reached.

### **4. Contact Student Support Services at JCU**

You have the right to contact the Academic Support Services Coordinator on campus (an independent and neutral body) on (07) 4781 4607 for further assistance.

### **5. Contact the Chief Executive of Queensland Education**

If you are concerned about the conduct of the James Cook University International Student Centre, then you may contact the *Executive Services Officer Queensland Education*, on (07) 3235 4942.

## **Please note**

- To the best of our ability your complaints will be treated confidentially and you will suffer no loss of assistance because you have made a complaint.
- You have the right to use an advocate of your choice such as the Academic Support Services Coordinator, at any stage of the Complaint Process.
- This complaints process does not remove the right for you to take further action under Australia's Consumer Protection Laws or other legal remedies.