



1. INTRODUCTION

Stuartholme School is a Year 5 – 12 Catholic day and boarding school for girls enriched by the philosophy and traditions of Sacred Heart Education, which give expression to its five goals – to educate to:

1.



However, the school is only obliged to await the outcome of an external appeal if the matter relates to a breach of course progress or attendance requirements. For all other issues, the school may take action (including making changes to the student's enrolment status in PRISMS) in accordance with the outcome of the internal appeal.

External Appeals Processes

- If the student is dissatisfied with the conduct or result of the internal complaints and appeals procedure, she may contact and/or seek redress through the Overseas Students Ombudsman at no cost. Please see: <http://www.ombudsman.gov.au/about/overseas-student-ombudsman-landing-page> or phone 1300 362 072 for more information.
- If the student wishes to appeal a decision made by Stuartholme School that relates to being reported for a breach of course progress or attendance requirement (under Standard 8), the student must lodge this appeal with the Overseas Student Ombudsman's office within 10 working days of being notified of the outcome of his/her internal appeal.
- If the student wishes to appeal a decision made by Stuartholme School that relates to:
 - refusal to approve a transfer application (under Standard 7), or
 - suspension or cancellation of the student's enrolment (under Standard 9)

any choice to lodge an external appeal with the Overseas Student Ombudsman is at the student's discretion. The school need not await the outcome of any external appeal lodged, before implementing the outcome of the internal appeal.

Other legal redress

- Nothing in the School's Complaints and Appeals Policy negates the right of an international student to pursue other legal remedies.

7. RESPONSIBILITIES

Staff should refer to the CRICOS Staff Handbook.

8. SUPPORTING DOCUMENTS