

Policy and Procedure Register updates – Summary of changes to:

Complaints and appeals – subclass 500 (schools) visa procedure

1. Reason for new/updated policy or procedure <i>(select all that apply)</i>		
<input type="checkbox"/> Change of policy/procedure requirements	<input type="checkbox"/> Audit/review recommendation	
<input type="checkbox"/> Change to legislation/delegations	<input checked="" type="checkbox"/> Due for review	<input type="checkbox"/> Other
This procedure outlines the responsibilities and processes for the consistent management of complaints and appeals made by overseas students (or persons acting on behalf of overseas students) enrolled in an EQI registered course.		
2. Summary of changes		
<ul style="list-style-type: none"> Removed complaints process from the procedure and now refers to the Customer complaints and grievances management policy and Customer complaints management procedure for this component. New role for "Internal Appeals review officer". Re-structured content of the process section to reflect chronological actions, rather than role groups Updates to definitions to align with all procedures in this suite. Reassign delegation from OADG SSRRI to Internal Appeal Review Officer Update OADG SSRRI to OED DEi Clarification of Queensland Ombudsman outcomes in External appeals section 		
3. Impacts to roles and responsibilities		
Does the new/updated content change staff roles/responsibilities <i>in any way</i> ?		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<i>If yes, select the type of change: (select all that apply)</i>		
<input checked="" type="checkbox"/> Revised responsibilities <input checked="" type="checkbox"/> New/additional responsibilities <input checked="" type="checkbox"/> Removed responsibilities		
Position title	Summary of change	Page #
OED DEi staff	Summary of responsibilities	3
	Minor adjustment of actions relating to external appeals	6
Complaints officer	Removal of this role as it sits within the Customer complaints management procedure.	2
4. Communication and support for implementation		
Routine internal communication channels – OneSchool Homepage, OnePortal Bulletin Board, DoE News, DDG SS to RDs email, ISP News to principals.		
Procedure contact:		
International Student Programs		
Department of Education International		
Phone: 1800 316 540 (inside Australia) +61 7 3513 5301 (outside Australia)		
Email: EQInternational@qed.qld.gov.au		