

COMPLAINTS POLICY: OVERVIEW

Should any party have a complaint about a product, service or process facilitated by AllU and/or any affiliated organisation, that party is encouraged to contact AllU.

AllU will respond to any concern communicated to us as follows:

- We commit that assessment of the complaint or appeal will take place within 10 working days and that we will finalise the outcome as soon as practicable.
- We assure that the party is given an opportunity to formally present his or her case at minimal or no cost and be accompanied and assisted by a support person at any relevant meetings.
- We assure that the assessment of the complaint or appeal will be conducted in a professional, fair and transparent manner.
- We commit to provide the party with a written statement of the outcome of the internal appeal, including detailed reasons for the outcome; and
- We maintain written records, including the complaint or appeal, and a statement of the outcome and reasons for the outcome.
- We advise the party that they may contact the relevant state/territory registration authority if the exchange student or parent/carer is concerned about our conduct with the requirements under regulations; and
- We will ensure that our process described does not hinder a party from exercising his/her rights to other legal remedies.
- We provide all parties with the contact details for the relevant registration authority.
- We will provide a process for the exchange student to lodge a formal complaint or appeal if a matter cannot be resolved informally
- We will ensure that the exchange student is given an opportunity to formally present their case in writing at minimal or no cost, and be accompanied and assisted by a support person at any relevant meetings
- We will explain the internal review process to the student and their parent/carer.

The International Quality (Schools) Unit (IQS) has the responsibility for the registration or approval, and quality assurance, of schools and organisations, such as AllU who are providing secondary student exchange programs in Queensland. The complainant has the right to contact the International Quality (Schools) Unit (IQS) at any time regarding a complaint.

The Regional Manager, AllU will inform the exchange student that they can contact the International Quality (Schools) Unit (IQS) if the exchange student or parent/guardian is concerned about AllU's conduct. This will be reiterated by the Local Coordinator.

The IQS, under part 6, division 1 of the Education (Overseas Students) Act 2018 [Qld] may suspend or cancel AllU's registration as a secondary student exchange organisation; and that the complaints handling and appeals process described in AllU's policies and procedures does not prevent an exchange student from exercising the student's rights to other legal remedies.

The International Quality (Schools) Unit (IQS) can be contacted as follows:

Street address: Education House, 30 Mary Street, BRISBANE QLD 4000

Postal address: PO Box 15033 City East QLD 4002

Phone: +61 (07) 3513 6748

Email: InternationalRegistration@qed.qld.gov.au

The IQU, in turn, will investigate the complaint, specifically in relation to AllU's. There are equivalent local authorities in all jurisdictions that AllU conducts student exchange programs.

POLICY APPROVER

General Manager, AllU

Approved: 1 July 2025

REVIEW: This policy is to be reviewed by 30 June 2026

UPDATED: July 2025