



Cullinane College

Internal Complaints Procedure for International Students

International students at Cullinane College who have a concern or complaint regarding their wellbeing, safety, or learning experience should first raise it internally with a member of the International team — Director or Dean of International Students, students' international advisor, or another trusted staff member. The school will acknowledge all complaints promptly, investigate them confidentially, and respond within a reasonable timeframe. Students may have a support person present during any meetings. If the student is not satisfied with the outcome, the school will provide information on external avenues for resolution in line with the Code of Pastoral Care for International Students.

Step 1: Raise Your Concern Internally

Speak to a trusted staff member: International Dean, Director of International, students' international advisor or another trusted staff member.

This is in order to comply with the following confidentiality pastoral code:

Confidentiality and Respect for Privacy

As part of our commitment to the well-being of all students, host families, and staff, we uphold a strict code of confidentiality. Personal matters, concerns, or situations shared within the context of the homestay or school environment must be treated with discretion and respect.

Students are expected to refrain from discussing the private experiences of other international students or host families with peers or external individuals. This protects the integrity and privacy of all members of our community.

Breaching confidentiality not only affects trust but may also result in follow-up pastoral or disciplinary actions. We encourage open communication through the appropriate channels when support is needed.

Written: Submit a concern to Dean via Google Form (no input for now). After you raise the concern verbally to a trusted and correct person, written notes will be taken in order to keep a record of conversations and to avoid any miscommunication or misunderstanding.

Step 2: Dean Will Meet with Student(s) to Discuss and Advise – Case by Case

Investigation

The school will investigate the concern promptly and confidentially.

Information may be gathered from relevant staff or records as part of the investigation.

Step 3: Response

You will receive a written response explaining the findings and any action taken, usually within 10 working days.

Step 4: Support Person (Optional)

You may bring a support person to any meetings relating to your complaint.

Step 5: Escalation / External Options

If you are not satisfied with the outcome, the school will provide guidance on external complaint resolution processes under the Code of Pastoral Care for International Students.

Step 6: Documentation

All complaints and outcomes are securely recorded for follow-up and review purposes.