Under 18 Complaints and Concerns Procedure

Short-term study tours and visitor-visa programmes

The Lan-Grove Office Training Centre Pty Ltd trading as The Sydney Business and Travel Academy, SBTA Culinary Institute, SBTA Community Care and The Sydney English Language Academy, collectively referred to as "The Academy".

1 Purpose and scope

This standalone procedure explains how students under 18, their parents/legal guardians and other people can raise concerns about The Academy's study tours, and how staff must respond. It covers classes, excursions, transport, accommodation, online contact and services delivered by staff, group leaders, contractors or other providers involved in the programme.

It applies before, during and after the tour, including complaints made after the student returns home. This edition is tailored to visitor-visa programmes in NSW and Queensland. Separate student-visa obligations must be addressed if the programme's scope changes.

Where students reside in homestay accommodation independently arranged by their parents, legal guardians, overseas schools or authorised travel organisers, The Academy does not manage or supervise that accommodation unless separately agreed in writing. However, students and parents may report any accommodation-related safety or welfare concern to The Academy. Such concerns will be assessed and responded to appropriately in accordance with this procedure and applicable child protection requirements.

2 Our commitments

- Children will be listened to, treated respectfully and protected from retaliation. A complaint will not itself affect their participation, treatment or access to support.
- Complaints and Academy-arranged reviews are free. Children do not need proof, a completed form, a parent's permission or direct contact with the person complained about to raise a concern.
- Concerns may be raised at any time. There is no seven-day lodgement deadline. Anonymous complaints and reports made by friends or adults are accepted and assessed as far as possible.
- Support will reflect the child's age, language, disability, culture and preferred way of communicating. The child may use a trusted support person and an appropriate interpreter.

3 How to raise a concern

Tell any teacher, Student Services staff member, Program Coordinator or trusted supervisor; telephone The Academy; email; or use the optional form on page 6. Staff must record verbal complaints without requiring the child to rewrite them. A child may draw, use an interpreter or ask someone to speak for them.

Academy office: +61 2 9048 6900 | Email: info@sbta.com.au
These are office channels, not a substitute for the tour's 24-hour emergency number. In immediate danger, call 000.

Complaints about a group leader can go directly to Academy staff. Complaints about the Program Coordinator go to the Student Services Coordinator or Principal Executive officer; complaints about the Principal Executive officer go to the Chief Executive Officer. Complaints about the Chief Executive Officer go to an independent Board representative or external reviewer. The person complained about must not manage or determine the complaint.

Responding to safety concerns

4 Immediate response by the receiving staff member

Listen calmly, thank the child for speaking up and reassure them that they have done the right thing. Ask what they need to feel safe and explain the next steps in simple language. Do not promise secrecy: explain that information may need to be shared with people who can protect them.

- Check immediate safety and medical needs. Call 000 where there is an emergency; provide first aid within training and arrange safe supervision.
- Record the child's own words, the date, time, location and people present. Ask only the limited, open questions needed to understand immediate safety needs. Do not repeatedly question the child, investigate suspected crime yourself or confront the alleged offender.
- Protect relevant messages, records and other evidence securely. Do not ask a child to forward or reproduce potentially illegal images; seek police advice.
- Notify the Program Coordinator or an unconflicted senior officer immediately for a safeguarding concern. Keep other children safely supervised.

5 Complaints and child safety concerns

Ordinary complaints may relate to teaching, meals, fees or programme arrangements.
Any concern about abuse, grooming, neglect, violence, sexual misconduct, serious bullying, unsafe supervision or someone being mistreated for making a complaint must be addressed immediately as a child safety concern.

Staff must:

- Follow The Academy's child protection and safety procedures and, where needed, its emergency management plan.
- Take immediate steps to protect the child. Do not delay emergency help or required reports to authorities while investigating the complaint. Staff do not need management permission to make a legally required report.
- Follow instructions from police or child protection authorities about evidence, interviews and who should be informed.
- Never require a child to meet the person accused of harming them or use mediation to resolve an abuse allegation.

The PEO and Compliance Officer must check which NSW or Queensland reporting requirements apply, including any reportable conduct requirements. They must record who will report, the legal deadline and the report reference number. Complaint response timeframes do not override legal reporting deadlines.
While the matter is being addressed, The Academy may change supervision arrangements, restrict contact or reassign duties to protect the child while treating everyone fairly.

6 Parent involvement and ongoing support

For safety concerns, inform the parent/legal guardian promptly unless this may increase risk, involve the alleged offender or conflict with advice from Police or child protection authorities. Record any decision to delay notification, the reasons and review arrangements.

For other complaints, discuss parental involvement with the child, considering their wishes, maturity and support needs. Explain any information that must be shared. Do not use the person complained about as the child's interpreter or support person.

Check the child's wellbeing and exposure to retaliation throughout the process. Arrange a safe alternative where needed; a child must never be left unsupervised or sent away without a confirmed safe handover.

Concerns involving independently arranged homestay accommodation

Where a complaint or welfare concern involves independently arranged homestay accommodation, The Academy will assess any immediate risk to the student and notify the parent/legal guardian and relevant responsible adult where appropriate and safe.

The Academy will liaise with the accommodation organiser where necessary to support appropriate protective arrangements. If the concern involves the homestay host or designated responsible adult, that person must not be relied upon to provide safe supervision while the concern is being assessed.

Where a student cannot safely return to their accommodation, The Academy will assist in contacting the parent/legal guardian, relevant authorities and appropriate alternative care arrangements as necessary. The student must not be released into an unsafe situation.

Handling and reviewing complaints

7 Responsibilities and response targets

The Student Services Coordinator maintains the complaint record and communication. The PEO appoints an impartial case manager with appropriate skills. The Academic Manager may handle teaching matters where unconflicted. The Program Coordinator manages immediate tour support, and the CEO/PEO ensures resources and corrective actions are available.

The following are Academy service targets proposed for this procedure. Urgent safety action is immediate, including weekends and public holidays. A working day means a normal Academy business day.

Stage	Action and target
Receive and protect	Immediately check the student's safety and wellbeing. Put any necessary protection and support in place straight away.
Acknowledge	Acknowledge the complaint immediately when received. Explain who will assist the student and what will happen next. Record the complaint as soon as practicable.
Assess and begin	Begin assessing the complaint immediately. Assign a responsible staff member who is not involved in the complaint. Urgent action must not wait for this assignment.
Resolve	Resolve simple problems as soon as possible, preferably the same day. For more complex complaints, aim to provide a written outcome within 10 working days. Continue protective action and support throughout.
Update	During the tour, check in with the student daily while the complaint remains unresolved. Keep the parent/legal guardian informed where appropriate and safe. Explain any delays and the expected outcome date.
Review	Acknowledge a review request immediately when received and promptly arrange a reviewer who was not involved in the original decision. Aim to provide a review outcome within 20 working days, sooner wherever possible. Maintain support and safety arrangements during the review.

Short-Term Study Tour Complaints

As students may participate in The Academy's programmes for only one to two weeks, every reasonable effort will be made to address and resolve complaints during the student's stay in Australia.

Where a complaint cannot be fully resolved before the student's departure, The Academy will explain the outstanding actions, identify the responsible staff member and provide a clear follow-up arrangement to the student and parent/legal guardian.

Urgent child safety concerns must be addressed immediately and must not be delayed because the programme is nearing completion.

8 Assessment and outcome

Confirm the issue and the child's preferred outcome without requiring them to repeat their account unnecessarily. Gather relevant records and information fairly. Give any person whose conduct is being assessed an appropriate opportunity to respond, subject to safeguarding needs and authority directions. Limit disclosure to what is necessary.

Explain the decision to the child in accessible language and provide a written outcome to the complainant and, where appropriate, parent/legal guardian. Include the issues considered, reasons, actions, responsible persons, completion dates and review options. Do not disclose another person's confidential disciplinary or personal information unnecessarily.

Possible actions include an explanation, apology, service correction, review of fees under agreed terms, staff training or changes to supervision. A concern that cannot be substantiated must not automatically be described as false. Record the outcome and check whether the child feels safe.

9 Review and independent review

A child or representative may request review verbally or in writing, with staff assistance. There is no rigid request deadline. Appoint a senior person not involved in the original decision. If no suitable internal reviewer is available, or the complainant remains dissatisfied, arrange an appropriately qualified independent reviewer at The Academy's cost.

Explain the reviewer's role, expected timing and how the person can participate. Provide reasons for the review outcome and implement agreed or required corrective actions promptly. A departing student may continue by email, telephone or online meeting. External advice or reporting remains available without completing an internal process where the external body permits it.

External pathways and record keeping

10 External help and reporting

Staff must help the child or family identify the appropriate service. These services have different functions; a child-safety report is not the same as a consumer dispute or an independent review of an Academy decision.

Concern	External pathway
Immediate danger or emergency	Police, fire or ambulance: **000**.
Suspected abuse or neglect in NSW	NSW Child Protection Helpline: 132 111, available 24 hours, 7 days NSW Department of Communities and Justice
Suspected abuse or neglect in Queensland	During business hours (Monday–Friday, 9 am–5 pm): relevant Regional Intake Service. Brisbane: 1300 682 254. Gold Coast / South East: 1300 679 849. After hours: 1800 177 135. Queensland Child Safety

Organisational child-safety concerns - NSW	NSW Office of the Children's Guardian. NSW Office of the Children's Guardian. Includes concerns about organisational child-safe practices and applicable reportable conduct obligations.
Organisational child-safety concerns – Queensland	Queensland Family and Child Commission (QFCC), which regulates the Reportable Conduct Scheme. QFCC Reportable Conduct Scheme. The scheme commenced on 1 July 2026.
Fees or consumer service disputes – NSW	NSW Fair Trading
Fees or consumer service disputes	Queensland Office of Fair Trading

Where a concern involves suspected child abuse, neglect, criminal conduct or a serious risk to a child, The Academy must take immediate protective action and make any required reports to Police, statutory child protection authorities and relevant oversight bodies in accordance with NSW or Queensland legislation.

Reporting to an organisational child-safety regulator does not replace any separate obligation to report to Police or child protection authorities. Staff must not delay an emergency response or a legally required report while awaiting the outcome of The Academy's internal complaints process.

11 Confidential records and improvement

Keep the complaint, original account, safety assessment, consent/support decisions, evidence, notifications, correspondence, outcome, review and follow-up actions in a restricted record. The Complaints Register should contain only the information necessary to track the matter; sensitive safeguarding material must not be placed in broadly accessible notes.

Explain that confidentiality is limited by safety and lawful reporting requirements. Retain records under applicable law and the approved records schedule. Do not automatically destroy originals after scanning; preserve evidence and suspend disposal where a safeguarding matter, investigation or legal hold applies.

The Compliance Officer monitors outstanding actions and recurring issues. Management reviews de-identified trends after each tour and at least annually, updates training and controls, and seeks age-appropriate feedback from children on whether the process was accessible and helpful.

12 Implementation

Before each tour, appoint the primary and alternate complaint contacts, confirm current external reporting pathways and jurisdictional obligations, test the 24-hour contact arrangements, brief staff and group leaders, and give children and parents the next page. The general complaints policy remains in place for other cohorts; this standalone procedure must be formally adopted for its stated study-tour scope.

For students and parents

Something worrying you? Tell us.

You can tell us if something is unfair, upsetting or makes you feel unsafe. It can be about lessons, activities, food, transport, your accommodation, another student or an adult. You can also speak up for a friend.

If you are staying with a homestay family and something makes you feel unsafe or uncomfortable, you can tell an Academy staff member. This applies even when the homestay has been arranged by your parent, school or travel organiser rather than The Academy.

You do not have to handle it alone

- Tell a teacher, Student Services staff member or another trusted Academy adult. If the first person does not help, tell someone else.
- You do not have to speak to the person you are worried about. You can ask to speak privately with a different staff member.
- You can speak, write, draw or ask someone you trust to help. We can arrange language or other communication support.
- You do not need to complete a form or get a parent's permission to tell us. You can contact us after you go home too.
- Making a complaint is free. You will not be punished for raising a concern. Tell us immediately if anyone threatens you or treats you badly because you spoke up.

What happens next?

We will listen, check that you are safe and explain what we can do. We will tell you who is helping and when you will hear from us again. We will explain the outcome and how you can ask for another person to review it.

We will respect your privacy. We cannot promise to keep something secret if we need to tell someone who can help keep you or another child safe. We will explain this to you.

Who can I contact?

Any Academy teacher or Student Services staff member
Study Tour Leader:– 61 2 9048 6900
Office phone: +61 2 9048 6900
Email: info@sbta.com.au
If someone is in immediate danger, call 000.

For parents and accompanying adults

You may raise concerns on a child's behalf and help them communicate. Please allow the child to explain their own experience and wishes. If your concern is about the group leader, contact The Academy directly. If it concerns a senior Academy officer, request an independent contact or approach the relevant external service on page 4.

Do not wait for a complaint response if urgent help is needed. Staff must act on safety concerns immediately, even when the normal office is closed.

Optional complaint record and document control

A child does not need to complete or sign this form. Staff may record the concern with them. Accept anonymous concerns and offer communication support.

Student name or preferred name (optional): _____

Person raising concern and relationship (if applicable): _____

Programme, location and date: _____

Safe way and preferred time to contact you: _____

What happened, or what are you worried about? _____

_____

What would help you feel safe or put things right?: _____

_____

Who would you like to support you? _____

Staff record: Date/time received: _____ Received by: _____

Immediate safety action/referral: _____

Case manager and next update date: _____

Document control

Item	Details
Owner	Jane Koch — Chief Executive Officer
Version and preparation date	1.1 —
Approval and effective date	Approver: Marcela Haddad Date: 23/10/2026
Review	Within 12 months of approval, or earlier after an incident, legislative change or identified gap.

Related Academy documents

Child Protection and Child Safety Policy; Critical Incident and Emergency Management Plan; Missing Student Policy; 24-Hour Emergency Contact Process; Supervision Ratio and Student Monitoring Policy; Privacy and Records Management Policies; general Student Complaints Policy and Procedures.

Source guidance checked on 23 October 2026

National Office for Child Safety — Complaint Handling Guide: https://www.childsafety.gov.au/resources/complaint-handling-guide

NSW Office of the Children's Guardian — Child Safe Standard 6: https://ocg.nsw.gov.au/resources/child-safe-standard-6-processes-respond-complaints-child-abuse-are-child-focused

Queensland Family and Child Commission — reporting concerns: https://www.qfcc.qld.gov.au/report-concern

Commonwealth Ombudsman — eligibility: https://www.ombudsman.gov.au/complaints/international-student-complaints/information-international-students