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## Student Complaints and Appeals Procedure

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### INFORMAL COMPLAINT AND APPEAL PROCEDURE

The following steps are to be followed in the case of a student having a desire to make a complaint or appeal:

1. A student has reason to be dissatisfied with some aspect of their experience at Greenwich English College Pty Ltd and wishes to discuss it and/or make a complaint or wishes to appeal a decision made with respect to any aspect of their study, assessment or service provided
2. The student approaches a teacher/trainer or the Academic Manager, or the Director of Studies or a student services staff member, such as the Student Services Officer, a Marketing Manager, or the General Manager, to discuss the issue, make the complaint or appeal the decision
3. The teacher/trainer or the Academic Manager or Director of Studies or other staff member approached immediately acts to resolve the issue or address the complaint or consider the appeal to clear acknowledgement of the student's satisfaction without need to escalate the issue to a written complaint.
4. The teacher/trainer or the Academic Manager or Director of Studies or other staff member approached offers the student the opportunity to lodge a formal complaint or appeal and access the procedure set out below
5. The matter is resolved with no further action or the student takes the opportunity to lodge a formal complaint or appeal and access the procedure set out below.

### FORMAL COMPLAINT AND APPEAL PROCEDURE

1. A student has reason to be dissatisfied with some aspect of their experience at Greenwich English College Pty Ltd and wishes to make a complaint or appeal a decision previously made or action previously taken by a staff member of Greenwich English College Pty Ltd.
2. Student lodges the complaint or appeal in writing by completing the Complaints and Appeals Form (available in Reception) to the Academic Manager or the Director of Studies within 5 working days of the incident occurring.
3. The written complaint or appeal will be acknowledged by Greenwich English College Pty Ltd by communicating in writing, and supplying an outline of the processes to be followed and an estimated time frame for the completion of the process within 5 working days from the lodgement day.
4. The review and hearing of the complaint or appeal will begin within 10 working days of the written complaint being received. A maximum time of 20 working days from the the written complaint being received will be allowed for the resolution of the complaint or appeal unless all parties agree in writing to extend this time.



5. In any case that a complaint or appeal takes longer than 20 days to resolve, the student will receive written and verbal communications to explain the cause of the delay and to give both a clear timeline for the resolution. The student will then receive regular – at the very least weekly – updates as to the progress of the process.
6. The students enrolment will be maintained during the review process except where there is serious cause for concern regarding safety and well-being of students or staff
7. The complaint or appeal must not be directly managed nor the outcome reached by a person or persons directly related to the cause of the complaint or appeal. Where such a person is involved they must announce their conflict of interest, if it has not already been noted and acted upon, and the person or persons must be replaced in their role in the process either by a staff member of equal standing or a more senior person who is equally or more highly qualified.
8. Any appeal of an academic decision, such as of an assessment outcome, must be addressed and decided upon by a person other than the person who made the initial assessment decision that is being appealed and that is appropriately qualified as an assessor of the assessment being appealed.
9. A written statement detailing the outcome of the complaint or appeal review will be given to the student.
10. In the event of a favourable outcome for the student, Greenwich English College Pty Ltd will immediately advise the student and implement any decision.
11. In the event of an unfavourable outcome for the student, Greenwich English College Pty Ltd will immediately advise the student.
12. In the case that an appeal or complaint in which the student is dissatisfied with the outcome or process, the student can request that the complaint or appeal is escalated and heard by the General Manager of Greenwich English College Pty Ltd. In such cases, the General Manager will review the case within 10 working days and issue a written outcome to the student. This process may or may not involve a face to face discussion with the student and other relevant stakeholders depending on the nature of the complaint or appeal.
13. In the event of a favourable outcome for the student, Greenwich English College Pty Ltd will immediately advise the student and implement any decision.
14. In the event of an unfavourable outcome for the student, Greenwich English College Pty Ltd will advise the student of their right to an external appeal and the details of how to access such a process.
15. If the student is not satisfied with the final outcome of their complain or appeal or the process itself, they also can take advantage of the external appeals process.
16. Where the outcome of the decision results in the student being reported on PRISMS for default or failure to meet the requirements of their student visa, Greenwich English College Pty Ltd will allow the student 5 working days to make an external appeal before making such a report through PRISMS. Should Greenwich English College Pty Ltd receive



notification that the student has made such an appeal, no report will be made until or unless Greenwich English College Pty Ltd is notified that it is appropriate to do so.

17. If an appeal is against the College's decision to defer or suspend a student's enrolment due to misbehaviour or to cancel a student's enrolment, Greenwich English College Pty Ltd only needs to await the outcome of the internal appeals process before notifying the Department of Education and Training through PRISMS of its decision to suspend, defer or cancel the student's enrolment.
18. At no point during this process will Greenwich English College Pty Ltd or any of its staff require or accept any payment from a student with respect to any aspect of the process.

### External Appeals

1. Following the receipt of the outcome of the external appeal the College must immediately implement the decision, convey the outcome to the student and undertake any improvement actions arising from the complaint.
2. Students are given the following information with respect to external appeals:
3. For overseas students who are on a student visa:

#### OVERSEAS STUDENT OMBUDSMAN (OSO)

The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider.

4. Students may access the Overseas Student Ombudsman and the complaint can be made in four ways:-
  - a) Online – <http://www.oso.gov.au/making-a-complaint>
  - b) Phone – 1300 362 072 (or if outside Australia +61 2 6276 0111)  
If you want to make a complaint in your language you can. Call the Translating and Interpreting Service in Australia on 131 450 (or if outside Australia +61 3 9203 4027). The Overseas Student Ombudsman will pay for the interpreter.
  - c) Facsimile – 02 6276 0123 (or if outside Australia +61 2 6276 0123)
  - d) Mail/Post – Overseas Students Ombudsman, GPO Box 442, Canberra ACT 2601, Australia



5. For domestic students:

**AUSTRALIAN SKILLS QUALITY AUTHORITY (ASQA)**

The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector. ASQA regulates courses and training providers to ensure nationally approved quality standards are met.

Phone: 1300 701 801

Website: [www.asqa.gov.au](http://www.asqa.gov.au)

Complete the 'Complaint about a training organisation operating under ASQA's jurisdiction' form. ASQA's processes require student to identify themselves to ASQA as a complainant, although a student may request that their identity is kept confidential throughout any investigation that ASQA undertakes.

Except in exceptional circumstances, the student must attach evidence to their complaint form showing:

- a. that they have followed Greenwich English College Pty Ltd's formal complaints procedure, and
- b. Greenwich English College Pty Ltd's response.

**Related Code**

*Related National Code 2018 Standard 8*

**Authorising Officer:** \_\_\_\_\_ **Date:** \_\_\_\_\_ **Review Date:** \_\_\_\_\_  
This policy is to be reviewed twelve (12) months from this date.