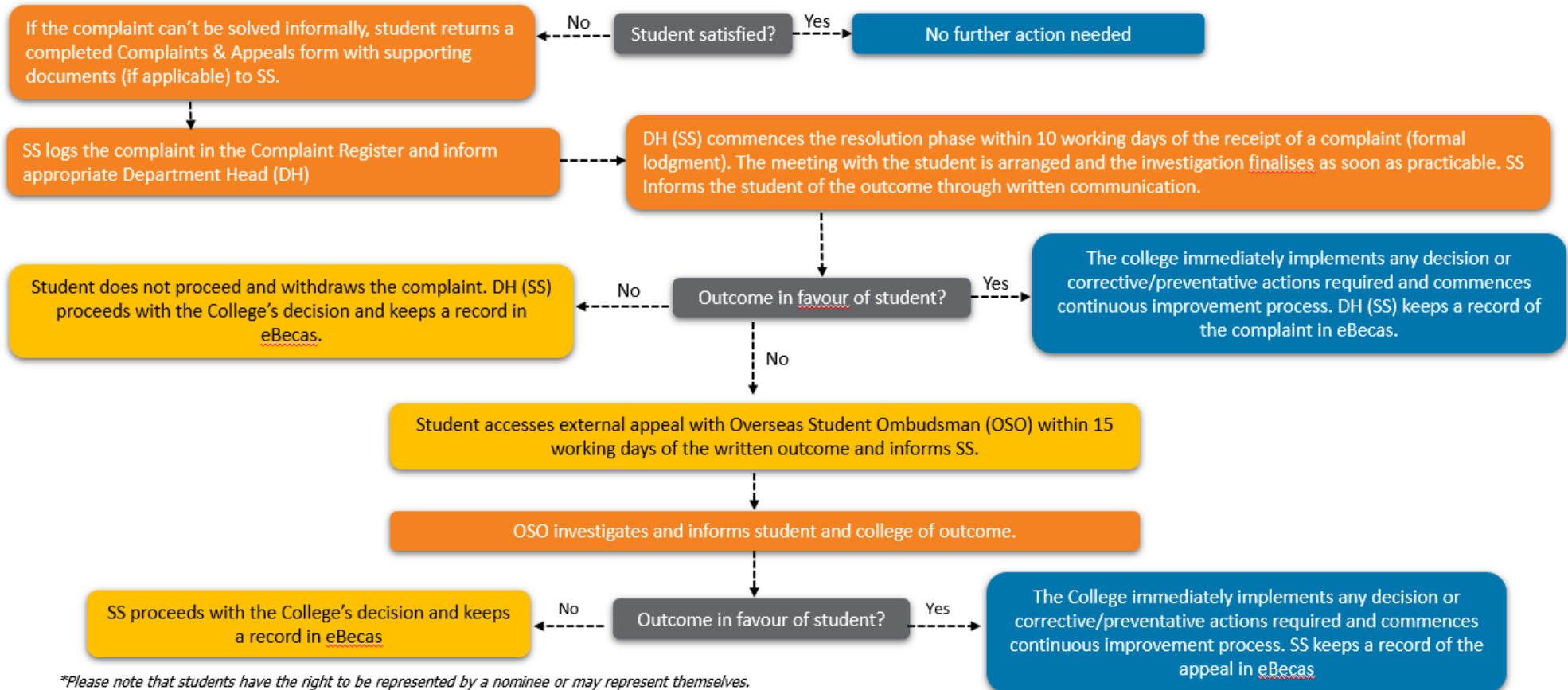




Complaints Process



**Please note that students have the right to be represented by a nominee or may represent themselves.*



Appeals Process

Student lodges an appeal against an official decision made by the College within 20 working days from the College' decision by submitting a Complaints & Appeals form to Student Services (SS).

SS commences the investigation within 10 working days of the appeal being lodged and informs the outcome in writing to the student as soon as practicable.

Student does not proceed and withdraws the complaint. DH (SS) proceeds with the College's decision and keeps a record in eBecas.

Outcome in favour of student?

The College immediately implements any decision or corrective/preventative actions required and commences continuous improvement process. SS keeps a record of the appeal in eBecas.

Student accesses external appeal with Overseas Student Ombudsman (OSO) within 15 working days of the written outcome of receiving the Unsuccessful Appeals letter.

OSO investigates and informs student and college of outcome.

SS proceeds with the College's decision and keeps a record in eBecas.

Outcome in favour of student?

The College immediately implements any decision or corrective/preventative actions required and commences continuous improvement process. SS keeps a record of the appeal in eBecas.

**Please note that students have the right to be represented by a nominee or may represent themselves.*