



COMPLAINTS AND APPEALS POLICY AND PROCEDURE

A fair and impartial complaints and grievance process is available to all students and each complainant or appellant has an opportunity to formally present their case at no cost to them.

If a student wishes to lodge a complaint about some aspect of our service, they must, where practicable, commence action within 14 days of the incident that is the subject of the complaint.

The student must speak with the person in charge of delivering the service, in the first instance, in an attempt to resolve the problem, after which, if the student still wishes to proceed with the lodgement of a complaint, they should complete a Complaint Form.

The process/procedure for dealing with the complaint will be commenced by American College within 10 working days of initial receipt. All complaints and grievances are recorded in writing, and the results will be communicated to the student in writing, including reasons for the decision.

Students may be accompanied and assisted by a support person at any relevant meetings of the complaints and grievance process in compliance with Standard 8.1(c) of the National Code. The complaints and grievance process does not prevent a student from exercising the student's rights to other legal remedies.

Above all, we want your time at American College to be a happy one. If you have a grievance concerning any aspect of your life at American College, the College has a complaints and appeals process that you can access to help you solve your problem. The procedure to follow is:

A. RESOLVING YOUR COMPLAINT INFORMALLY

Step 1) Discuss the problem informally with your trainer/staff member.

Step 2) Make an appointment to see the Student Support Officer to discuss the problem. If you are unsure who to see, please contact the Administration Officer at 180 Logan Road, Woolloongabba, Brisbane 4102 and they will direct you to the appropriate Student Support Officer

Step 3) if you are not satisfied with the outcome of Steps 1 and 2; make an appointment to speak with the Director, who will endeavour to resolve your problem.

B. LODGING A FORMAL COMPLAINT

Step1:

If you wish to lodge a formal complaint you must fill out American College's complaint form which is available at the reception desk on 180 **Logan Road, Woolloongabba, Brisbane-4102** and on the website: www.americancollege.edu.au

Step2:

Post or hand deliver the properly filled complaint form to Administration Officer.

Step3:

American College will commence working on your formal complaint within 10 working days of receiving complaint form.

Step4:

Outcome of the complaint process will be posted to the provided residential address.

Appeal's Process

Internal Appeal:

Should you be dissatisfied with the outcomes of Steps 1-3, you may access the College's formal *internal* appeals process. To access this process you must:

Put your complaint in writing, including your desired outcomes. You may use the Complaint form available at Reception or, you may write your complaint on a plain sheet of paper and attach it to the form. Please include your date of birth and contact details along with your student id number.

American College will commence the internal appeals process within 10 working days of receiving your formal written appeal's request.

Preparing for the appeals meeting:

The student may bring a *support person* to any relevant appeal meetings. However, please note that the support person cannot be a migration agent or lawyer.

In addition, the student is advised to bring all supporting evidence, including documents that may assist the student in his or her case. Supporting evidence may include

- All correspondence sent to the student by American College including letter and emails
- A log of discussions the student has had with staff concerning the issue/complaint under review
- Medical certificate
- Any other documents the student may feel will support his or her case

Notifying student of Appeal Meeting outcome:

You will be given a **written statement of the outcome** of the appeal, including reasons for the decision. If you are successful in your appeal, American College will immediately implement the outcome of the appeal. Once the statement of the outcome of the appeal has been finalised, American College will contact you by telephone to ask you to come to American College to collect the statement. If American College is unable to contact you by telephone, the statement will be posted to your Australian residence.

EXTERNAL APPEAL

Should you be dissatisfied with the outcome of the Internal Appeal, you may access an *external* body like ASQA, whereby someone outside American College will hear your case. American College will honour the independent arbitrator's decision.

Further, American College will maintain your enrolment during the appeal process, unless the American College fears for the safety and wellbeing of the student and/or people the student may encounter any extenuating circumstances* in which case the American College may cancel the student's enrolment. The student, however, can still appeal from his or her Australian residence or home country.

If you wish to lodge an external appeal or complain, you can contact the Overseas Students Ombudsman. 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. See the Overseas Students Ombudsman website www.oso.gov.au or phone 1300 362 072 for more information.

If you decide to appeal externally, you have **10 days** from the date that appears at the head of the Internal Appeal's Statement of Outcome within which to lodge an appeal with the external arbitrator. At the same time, you **MUST** notify American College that you intend to appeal externally. If, within the 10 day period, you have not notified American College that you have appealed to the external body, American College will consider that you do not intend to appeal externally and the complaint will be deemed closed. If you want to appeal against a cancellation or suspension or Intent To Report (ITR) relating to attendance and course progress you have 20 working days to place a request.

Finally, students may find out more about their rights and laws governing their stay in Australia from: <http://aei.gov.au/> or ESOS HELPLINE Tel: (02) 6240 5069.

AMERICAN COLLEGE
180 Logan Road, Woolloongabba, Brisbane, QLD, Australia -4102
Ph: +61 (07) 3391 7599 Email: info@americancollege.edu.au

Website: www.americancollege.edu.au

*'Extenuating circumstances' relating to the welfare of the student may include, but are not limited to the following.
The student:

- refuses to maintain approved care arrangements (only for students under 18 years of age);
- is missing;
- has medical concerns, severe depression or psychological issues which lead the provider to fear for the student's wellbeing;
- has engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others; or
- is at risk of committing a criminal offence.