



## **COMPLAINTS AND APPEALS PROCESS**

Above all, we want your time at The Ashmark Institute of Australia (AIA) to be a happy one. If you have a grievance concerning any aspect of your life at AIA, the Institute 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 Reception at our Little Collins St Campus 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 Head of Department who will endeavour to resolve your problem.

### **B. LODGING A FORMAL COMPLAINT**

#### **Internal Appeal:**

Should you be dissatisfied with the outcomes of Steps 1-3, you may access the Institute'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.

AIA will commence the internal appeals process within 10 working days of receiving your formal written complaint.



### **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 AIA 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, AIA will immediately implement the outcome of the appeal. Once the statement of the outcome of the appeal has been finalised, AIA will contact you by telephone to ask you to come to AIA to collect the statement. If AIA 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, whereby someone outside AIA will hear your case. AIA will honour the independent arbitrator's decision.

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



One Institution that is willing to act as an independent arbitrator is:

ACPET

PO Box 551, East Melbourne, Vic 8002

Suite 101, Level 1, 126 Wellington Parade, East Melbourne, Vic 3002

Ph: (03) 9416 1355, Fax: (03) 9416 1895

Email [vic@acpet.edu.au](mailto:vic@acpet.edu.au)

Please note that the external appeal body currently charge a fee of AUD\$200 as of 1<sup>st</sup> April 2009.

If you decide to appeal externally, you have **10 working 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 AIA that you intend to appeal externally. If, within the 10 day period, you have not notified AIA that you have appealed to the external body, AIA will consider that you do not intend to appeal externally and the complaint will be deemed closed.

Finally, students may find out more about their rights and laws governing their stay in Australia by contacting the Department of Education, Employment and Workplace Relations on: [esosmailbox@deewr.gov.au](mailto:esosmailbox@deewr.gov.au) or ESOS HELPLINE Tel: (02) 6240 5069.