

PRINT THIS CHECKLIST AND TICK OFF THE ACTIONS IF YOU NEED TO USE THEM

Checklist: Complaints and Appeals

Steps	And what to do	<input checked="" type="checkbox"/>
<p>Complaint about your school If you feel you have been treated unfairly you have the right to complain</p>	<p>Read your provider's policy they will have advice on this Talk to someone; universities have student advocacy workers who can help you. Ask questions; you have the right to complain Remember: complain in an appropriate manner ie: non-aggressive, with respect for all Talk to your student contact officer first for advice</p>	
<p>Complaint about you- "My teacher told me I was on a warning." If you receive a letter from your school, you can appeal. The letter MUST tell you how to go through an appeal process</p>	<p>Talk to your student contact officer first. You can appeal when you disagree with a provider's decision. There should be little cost or no cost attached to appeals. You can expect to receive a written formal response to your appeal.</p>	
<p>You are able to lodge a complaint through your institution</p>	<p>If you do not agree with the advice given to you, you can lodge an appeal with an external body. Your institution must tell you who this is.</p>	
<p>Formal Complaints</p>	<p>Any formal complaint MUST be in writing. A complaint in writing must be responded to within a specified period of time. Read your provider's policy to make sure replies are made in time.</p>	
<p>If you receive a letter from your school AND <ul style="list-style-type: none"> if you appeal and the internal appeal fails AND <ul style="list-style-type: none"> if you appeal through the external process, and it also fails your provider CANNOT cancel your CoE until the result of the external appeal is known.</p>	<p>Your provider must have arrangements for an external independent body or person to hear complaints and appeals.</p>	
<p>Complaint about Education Agents If you believe the information provided to you about your studies before you chose your course was misleading, you have the right to report it.</p>	<p>Report to your Student Contact Officer or contact the ESOS Helpline within Australia on: 02 6240 5069 or email: esosmailbox@dest.gov.au</p>	
<p>ESOS legislation governs the provision of education services to overseas students. The National Code 2007 outlines a Code of Practice for education providers to meet the requirements of ESOS legislation.</p>	<p>www.aei.gov.au/ESOS Follow the links to "The National Code"</p>	