



## COMPLAINTS AND APPEALS PROCEDURE

Note that at any or all stages of complaints resolution, students may be represented and/or accompanied by a nominee of their choice.

All complaints (whether written or verbal) are recorded in a 'Complaints Register'.

All students should note that student enrolment is maintained whilst the appeal is ongoing.

The Complaints Register is completed when a complaint is lodged together with any supporting documentation and a record of the details and reasons for the resolution reached.

Any complaints and/or appeal decision will be made available to the student and will also be placed on the student's file.

If students have a problem with any aspect of their enrolment procedures, studies or living arrangements that affects their performance or any aspect of their life, they should:

1.1 Speak with and/or write to the person about the problem

IF UNRESOLVED

1.2 Speak with and/or write to the teacher

IF UNRESOLVED

1.3 Speak with and/or write to the Director of Studies (DoS)

IF UNRESOLVED

1.4 The Director of Studies (DoS) will refer the complaints or appeal to the Student Appeal Committee. This committee is made up of the Principal Executive Officer, the Director of Studies (DoS) and an external English specialist.

IF UNRESOLVED

1.5 If students are still unhappy about their issue with English Academy system, the Principal Executive Officer should be advised immediately. There are a number of ways where the student can seek help depending on the nature of their difficulty.

IF UNRESOLVED

### Mediation

Students may choose to use the services of an external mediator to resolve the problem. Please Note: a service fee maybe charged by the mediator. You should inquire about current fees when you contact the mediator.

**ACPET (Australian Council of Private Education and Training) (Charges \$200 for external appeals)**  
**Box Q1076 QVB Post Office NSW 1230**  
**Phone: 92644490**  
**E-mail: nsw@acpet.edu.au.**

**Or**

**For your additional information, the following government department and Community Justice Centres also help:**

**Department of Fair Trading (free service)**  
**McKell Building**  
**2-24 Rawson Place**  
**Sydney NSW 2000**  
**Fax: (02) 9619 8699**  
**Phone: 13 32 20**  
**Web: <http://www.fairtrading.nsw.gov.au>**

**Community Justice Centres (free service)**  
**Street Address: Level 5, Parramatta Justice Precinct, 160 Marsden Street, Parramatta 2150**  
**Postal Address: Locked Bag 5111, Parramatta 2124**  
**Telephone: (02) 8688 7455**  
**Facsimilie: (02) 8688 9615**  
**Email: [cjc\\_info@agd.nsw.gov.au](mailto:cjc_info@agd.nsw.gov.au)**



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#### FLOWCHART

