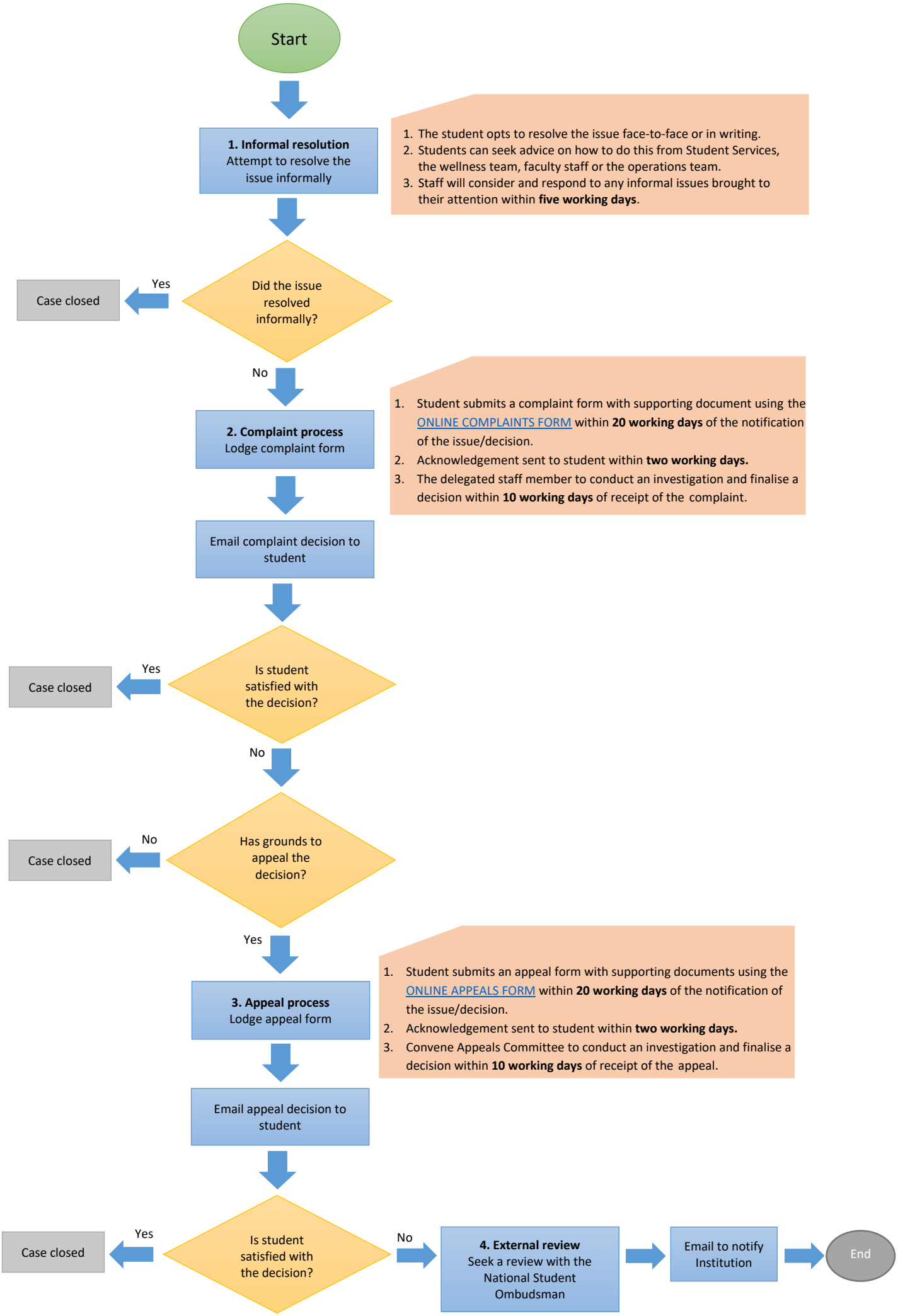
Start
1. Informal resolution
Attempt to resolve the issue informally
1. The student opts to resolve the issue face-to-face or in writing.
2. Students can seek advice on how to do this from Student Services, the wellness team, faculty staff or the operations team.
3. Staff will consider and respond to any informal issues brought to their attention within five working days.
Did the issue resolved informally?
Yes
Case closed
No
2. Complaint process
Lodge complaint form
1. Student submits a complaint form with supporting document using the ONLINE COMPLAINTS FORM within 20 working days of the notification of the issue/decision.
2. Acknowledgement sent to student within two working days.
3. The delegated staff member to conduct an investigation and finalise a decision within 10 working days of receipt of the complaint.
Email complaint decision to student
Is student satisfied with the decision?
Yes
Case closed
No
Has grounds to appeal the decision?
No
Case closed
Yes
3. Appeal process
Lodge appeal form
1. Student submits an appeal form with supporting documents using the ONLINE APPEALS FORM within 20 working days of the notification of the issue/decision.
2. Acknowledgement sent to student within two working days.
3. Convene Appeals Committee to conduct an investigation and finalise a decision within 10 working days of receipt of the appeal.
Email appeal decision to student
Is student satisfied with the decision?
Yes
Case closed
No
4. External review
Seek a review with the National Student Ombudsman
Email to notify Institution
End