Feedback, Complaints and Appeals Policy

1. Policy

Australian Study Link Institute has implemented a documented complaint handling and appeals process and policy to provide the overseas student with comprehensive, free and easily accessible information about that process and policy.

The purpose of this policy is to ensure that learners at Australian Study Link Institute (ASLI) have a fair, inexpensive complaints and appeals process that includes access to an independent external body, if necessary, ASLI will make sure Complaints and Appeals processes are independent, easily accessible, and inexpensive for the parties involved.

This Feedback, Complaints and Appeals Policy, is designed to ensure that ASLI responds effectively and efficiently to individual cases of dissatisfaction in accordance with the requirements of:

- Revised Standards for RTOs 2025
    - Quality Area 2: VET Student Support
        - Outcome Standard 2.7: Feedback, Complaints and Appeals
        - Outcome Standard 2.8: Appeals
- The National Code 2018, Standard 10

This policy has been documented for the overseas student to lodge a formal complaint or appeal if a matter cannot be resolved informally.

2. Scope

This policy applies to all enrolled and prospective overseas students of ASLI, trainers, assessors or other staff of ASLI, education agents of ASLI and any other related party who wish to make or lodge complaints about matters which falls within the responsibility of the Australian Study Link Institute.

The Student Support Officer is responsible for collecting and documenting student feedback and ensuring it is submitted to the Feedback, Complaints and Appeal Register and if required in continuous improvement register for review as part of ASLI's ongoing quality assurance and compliance processes.

3. Responsibility

The Chief Executive Officer (CEO), Campus Manager, Training Manager, and Student Support Officer are responsible for implementing this policy and ensuring that all staff and students are aware of its application and procedures.

ASLI is committed to managing and responding to any feedback, complaint, or appeal raised by students concerning their experiences with ASLI, including those involving ASLI's trainers, assessors, other staff, education agents, or any related party with whom ASLI has a formal agreement to deliver a student's VET course or related services. *(Note: ASLI currently does not have any arrangements with third parties for the delivery of courses to overseas students.)*

ASLI has established processes for referring students to an independent person or external body to hear feedback complaints or appeals if they are not resolved through ASLI's internal processes. Where appropriate, ASLI will also refer students to an existing external body equipped to handle the nature of the complaint or appeal.

An internal appeals process (outlined in student handbook) is available on our website www.asli.vic.edu.au or reception including but not limited to assessment outcomes, course progress, misconduct decisions, or enrolment- related matters.

Note: ASLI will finalise the outcome as soon as practicable.

ASLI will take all the complaints and appeals seriously and will resolve Complaints and Appeals quickly and equitably, using the principles of natural justice. The procedures for complaints and appeals will be fair, objective, and accessible. Complaints and appeals will be recorded, acknowledged, and dealt with fairly, efficiently, and effectively.

ASLI will identify potential causes of complaints, appeals, and takes appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence.

ASLI will manage and respond to allegations involving the conduct of:

- ASLI, its trainers, assessors or other staff
- a third-party providing services on the RTO's behalf, its trainers, assessors or other staff (not applicable)
- a learner of ASLI

ASLI's Feedback, Complaints and Appeals policy:

- ensures that the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeals process are publicly available like website, student's handbook and prospectus.

4. Definitions

a) **Feedback**: constructive input provided by students, staff, or stakeholders about ASLI's services, training, or support, used for continuous improvement.

b) **Complainant**: refers to a person who has lodged a complaint with ASLI.

c) **Complaint**: means a person's expression of dissatisfaction with any service provided by the RTO i.e. ASLI, ASLI's education agents or any related party that ASLI has an arrangement with to deliver the overseas student's course or related services.

d) **Appeal:** refers to the process where a student requests for the case to be reviewed if dissatisfied with a decision made by ASLI.

5. Procedures

Information About the Feedback, Complaints and Appeals Process

Feedback can be submitted informally or formally. ASLI provides multiple opportunities to give feedback including surveys, student consultations, and feedback forms accessible through the survey monkey portal or directly from student services. All feedback is reviewed regularly to identify areas for improvement.

Applicants for enrolments are provided with necessary information about the complaints and appeals process in the pre-enrolment information like ASLI's Student Handbook, written agreements, etc. Information on Feedback, Complaints and Appeals Policy is available online at ASLI's website https://asli.vic.edu.au/

Students will be provided with information about the complaints and appeals process during orientation.

The CEO will be responsible for ensuring that all the management staff, student services staff, marketing staff, trainers and assessors and students at ASLI are aware of the policy and procedures for feedback, complaints and appeals. Provision of information about the ASLI's Complaints and Appeals Process is an important aspect of the induction process for new members of the staff.

Feedback, Complaint and Appeal Procedure

ASLI maintains a Feedback, Complaints and Appeal Register and a Feedback Complaints and Appeals Form to ensure transparency, procedural fairness, and accurate record-keeping. Each record will include the following details:

- Submission date of the complaint or appeal
- Nature and category of the complaint or appeal (e.g. assessment, misconduct, enrolment decision)
- Date(s) of the event(s) or issue(s) leading to the complaint
- Any attachments or supporting evidence provided
- Actions taken and the resolution determined
- Date of resolution and closure
- Whether the matter was referred to an external or independent dispute resolution body, such as the OSO (Overseas Students Ombudsman)
- Method of communication with the complainant/appellant regarding the outcome
- Student's response to the outcome (accepted or not, intent to appeal externally)

Feedback, Complaints and Appeals Process Chart

The chart below outlines the informal and formal feedback, complaints and appeals process at ASLI. Informal feedback or complaints, when resolved through discussion, can lead to continuous improvement without the need to lodge a formal complaint.

Student / Staff has a concern or issue discuss verbally or fill up the Feedback, Complaints and Appeal Form

Informal Feedback, Complaint Process-engage in informal discussion, resolved but must be added into the continuous improvement register.

Formal Complaint Process, The complaint must be documented, and all relevant supporting documents must be submitted to the Complaints & Appeals Officer.

Resolution Phase -Determine whether the subject matter falls within the definition of a complaint
If YES - Formal complaint will be carried out with further procedures
If NO - complaint will be discussed and dismissed on the discussion with the person who raised the complaint

If yes-Formal complaint will be carried out with further procedures

If No-complaint will be discussed and dismissed on the discussion with the person who raised the complaint

Internal Appeal Process

External Appeal Process

Written Record of the complaints and appeals including statement and reasons of outcome

5.1. Informal Complaint Process

Students are encouraged to initially raise complaints through informal discussion with the staff member(s) involved. This may include the Student Support Officer (who also serves as the Complaints and Appeals Officer), trainers, or relevant student services staff.

Informal complaints will be addressed promptly and sensitively. Students may bring a support person to any discussion. If the matter is not resolved within 10 working days, students will be advised to submit a formal written complaint using the Feedback, Complaints and Appeals Form.

Informal complaints that raise broader issues or systemic concerns may be documented internally and reviewed during Continuous Improvement meetings. General feedback that does not constitute a complaint will be recorded separately for service improvement purposes.

ASLI is committed to providing a culturally safe, accessible, and supportive complaints process. Support is available for students who may need help due to language, literacy, disability, or other access barriers.

5.2. Feedback, Complaint and Appeal - Formal Process

What can feedback, complaint or appeal be about? but not limited to Students and stakeholders are encouraged to provide feedback at any time to support continuous improvement at ASLI.

- The quality, delivery, or Assessment outcomes
- Behavior or decisions of staff,
- Policies and/or procedures of ASLI
- Course progress or academic decisions
- Disciplinary action or allegations of misconduct
- Enrolment deferral, suspension, or cancellation decisions
- Outcomes of previous complaints
- Actions taken by any related third party acting on behalf of ASLI (e.g., education agents)
- Any service-related issue or feedback that results in a decision affecting the student's learning, wellbeing, or enrolment

Formal, Complaint Submission

Learners are encouraged to provide feedback at any time to help ASLI improve its services and support.

If a concern or dissatisfaction arises, and the matter cannot be resolved informally, students are encouraged to submit a formal complaint or appeal. This can be done by completing the Feedback, Complaints and Appeals Form, available from Student Services or downloadable via the ASLI website.

Alternatively, submissions may be made by email to the Student Support Officer/Complaints and Appeals Officer at: sso@asli.vic.edu.au

A submission should include:

- A clear and detailed description of the feedback, issue, or decision being appealed
- Names of any individuals involved (if applicable)
- Steps already taken to resolve the matter (for complaints or appeals)
- Supporting documentation or evidence
- A preferred outcome or resolution (if applicable)

Once received, ASLI will assess the matter in accordance with its policy, ensuring:

- Procedural fairness and the right to respond
- A culturally safe and accessible process
- Timely and transparent communication of the outcome

Lodging a Complaint

ASLI welcomes and values all feedback, which plays a crucial role in improving the quality of our services, training delivery, and student experience. Students are encouraged to provide feedback at any time, either informally or formally.

If a student wishes to raise a concern, lodge a complaint, or submit an appeal, they must complete the Feedback, Complaints and Appeals Form and submit it to the Student Support Officer (Complaints and Appeals Officer). Forms are available at Student Services or via www.asli.vic.edu.au.

To register formal feedback, complaint or appeal, the student must provide:

- A clear and detailed description of the matter
- The names of any individuals involved (if applicable)
- Any steps already taken to resolve the issue informally
- Supporting evidence (if available)
- A suggested resolution (optional)

Once received, the matter will be recorded in the Feedback, Complaints and Appeals Register and processed in accordance with ASLI's policy.

The Resolution Phase

The Complaints and Appeals Officer will assess whether the matter qualifies as feedback, a complaint, or an appeal under this policy.

- The assessment process will commence within 10 working days of receiving the form, in line with Outcome Standards 2.7, 2.8 of the Revised Standards for RTOs 2025.
- A written acknowledgment will be sent to the student confirming receipt and outlining the next steps.

- The matter will be forwarded, where appropriate, to relevant staff or departments not involved in the issue, to maintain independence and procedural fairness.
- Individuals directly involved in the subject of the complaint or appeal will not participate in any part of the resolution process.
- Throughout the process, ASLI will ensure cultural safety, support, and natural justice are upheld.

Meeting, Support and Investigation

Students have the right to be accompanied by a support person throughout the feedback, complaints or appeals process. Where necessary, a meeting may be scheduled to discuss the issue, explore mediation options, or reach a resolution aligned with principles of natural justice.

The Complaints and Appeals Officer will:

- Gather necessary documentation
- Share all relevant materials with involved parties
- Facilitate a fair, transparent, and timely resolution

All records will be securely stored and reviewed during Continuous Improvement processes.

Acknowledging the Lodging of a Feedback, Complaint or Appeal

Each formal feedback, complaint, or appeal submitted by a student will be acknowledged in writing. The acknowledgment will be provided in person and/or via email by the Complaints and Appeals Officer within five (5) working days of receipt.

The matter will then be forwarded for action to the relevant internal department (if applicable) as soon as practicable and no later than ten (10) working days. To maintain procedural fairness and transparency, any party directly involved in the matter will not participate in the investigation or resolution process.

Recording Feedback, Complaint or Appeal

Details of all feedback, complaints, and appeals will be recorded in ASLI's Feedback, Complaints and Appeals Register. A copy of the documentation will be securely stored in the student's file. If relevant, the original complaint will also be forwarded to the Campus/Training Manager for further internal review.

The Student Support Officer / Complaints and Appeals Officer is responsible for ensuring all acknowledgments, recordings, and internal escalations are completed within the specified five (5) working day period from the date of lodgment.

Acting on Feedback, Complaint or Appeal

All relevant parties will be contacted promptly for investigation. The student will be provided with an opportunity to respond to the issue and present supporting evidence.

The Student Support Officer / Complaints and Appeals Officer will coordinate and set the agenda for a resolution meeting. This may include discussion on appropriate steps to be taken, or mediation/conciliation if deemed appropriate.

The right to be accompanied by a support person during the complaints/appeals process

Students (and any involved party) are entitled to be accompanied and assisted by a support person at any stage of the complaint or appeal process, in accordance with the principles of natural justice and procedural fairness.

All information required to assist in resolution will be gathered, including sharing the complaint and all relevant documentation with the respondents.

Complaints and appeals will be thoroughly investigated in line with the principles of natural justice, cultural safety, and procedural fairness. A student-centered approach will be adopted, ensuring impartiality and resolution based on verified facts and evidence.

Timeframe

The complainant will be informed of the final outcome in writing. All feedback, complaints, and appeals will be finalised as soon as practicable, but **no later than 60 calendar days** from the date of lodgment.

If, due to exceptional circumstances, ASLI requires more than 60 calendar days to process and finalise the matter, the complainant or appellant will be:

- Informed in writing of the reason for the delay, and
- Regularly updated on the progress until resolution is achieved.

If a complaint is determined to fall outside the scope of ASLI's Feedback, Complaints and Appeals Policy, the Student Support Officer / Complaints and Appeals Officer will inform the student, accordingly, including the reasons for this decision.

ASLI reserves the right to dismiss a complaint if it is determined after fair and objective assessment to be clearly misguided, frivolous, vexatious, or lacking in substance or intent to resolve an issue. In such cases, the student will be provided with a written explanation of the decision and advised of any alternative pathways or external support services available.

Note: It is to be noted that ASLI will respond to any feedback, complaint or appeal the overseas student makes regarding his or her dealings with ASLI, ASLI's education agents or any related party that ASLI has an arrangement with, to deliver the overseas student's course or related services

At the conclusion of the resolution phase, the Complaints and Appeals Officer will provide a written notification to both the student and any respondent involved, outlining the outcome of the complaint, the reasons for the decision, and any agreed actions or recommendations resulting from the process.

If the student is not satisfied with the outcome, they have the right to lodge an internal appeal within 20 working days from the date the decision was communicated.

Record the Decision: Institute's decision and reasons for the decision will be recorded by the Student Support Officer/Complaints and Appeals Officer in ASLI's Feedback, Complaints and Appeal Register and placed in the student's file.

If a student is dissatisfied with the outcome of the formal complaint process, students may initiate an internal appeal process by completing a Feedback, Complaints and Appeal Form from the www.asli.vic.edu.au or student administration.

5.3. Internal Appeals Process

Internal appeals may arise from several sources including appeals against refund decisions, assessment outcomes, appeals against disciplinary actions and appeals against decisions arising from the complaints. The essential nature of an appeal is that it is a request by student who is dissatisfied with the outcome to reconsider a decision made by ASLI.

An Internal Appeal Process is initiated by a student lodging an Appeal by filling up "Appeals section" in the "Feedback, Complaints and appeals "form available from the Student Administration and/or ASLI website.

Acknowledging the Lodging of a Complaint

Appeals will be acknowledged by sending written confirmation to complainant which will be done by the Complaints and Appeals Officer within the designated timeframe.

Consideration of Appeal by Complaints & Appeals Officer/ Campus Manager / Training Manager

Where an appeal relates to the following matters, the Student Feedback, Complaints and Appeals Form will be lodged within 20 working days*

- Notification of an intention to report the student due to unsatisfactory Course Progress.
- Notification of an intention to suspend or cancel a student's enrolment due to misbehaviour, or other extenuating circumstances (for more details please refer to ASLI's Code of Conduct Policy, Academic Integrity and Misconduct Policy and the Student Handbook which is available on the website and/or the reception).
- 20 working days from the date mentioned on the Intention to Report letter*. If the student chooses to access this process, the student will not be reported until this process is complete.

Time Frame and Acting on an Appeal

Within 10 working days of receiving the Feedback & Complaints and Appeal Form, Chief Executive Officer (CEO) will appoint an Investigator or convene a Student Appeal Committee to hear the appeals and propose a final resolution. This Investigator or Committee will not include any person who has heard the original complaint.

a) Meet with the student (and their support person, if present) and provide the student an opportunity to present their case, supported by any relevant evidence. Students may be accompanied and assisted by a support person at any stage of the appeal process, in accordance with the principles of natural justice.
b) At the conclusion of the meeting, students will be informed about the timeframe within which the institute will provide a written outcome of the appeal. The timeframe will generally be 10 working days. After the meeting, the Investigator or Committee will, impartially, consider all the evidence and decide.

Student Appeal Committee

- Compliance Manager
- Training Manager
- Campus Manager

ASLI will ensure that the assessment of any feedback, complaint, or appeal is conducted in a professional, fair, transparent, and culturally safe manner. The process will be student-centred and respect the principles of natural justice and procedural fairness.

The outcome of the appeal will be documented and will include the reasons for the decision. Where the outcome is not in favour of the student, the response will also include information regarding the student's right to access an external complaints and appeals process. Details of appropriate and independent external appeal bodies will be provided at no cost by ASLI.

Timeframe Notice: If ASLI determines that more than 60 calendar days are required to finalise a complaint or appeal, the student will be informed in writing, including the reason for the delay. ASLI will also provide regular updates to the student on the progress of the matter until resolution.

If matter remains unresolved or student is unsuccessful or dissatisfied with the outcome:

There might be cases where matter is still unresolved after the implementation of above procedures and the internal appeals process exhausted, or if the student is not successful in the ASLI's internal complaints and appeals process.

In such cases, institute will advise overseas students within 10 working days of concluding the internal review of the overseas student's right to access an external complaint handling and appeals process without any cost charged by ASLI.

i.e. Students have the right to access an external complaint handling and appeals process without any cost charged by ASLI if they are dissatisfied with the outcome or if the matter remains unresolved.

Note: Students' enrolment will be kept active until both internal and external appeal is concluded.

5.4. External Appeals Process

Once the student has been advised of their right to access external resolution mechanisms, ASLI will provide the student with the relevant contact details of an appropriate external complaints handling and appeals body.

ASLI will refer overseas students to the Overseas Student Ombudsman, which provides a free and independent service for international students enrolled with private education providers. This body handles complaints and external appeals about decisions made by providers like ASLI.

The primary role of the external appeals process is to determine whether ASLI has appropriately followed its internal policies and procedures. It does not usually involve overturning academic or administrative outcomes unless procedural fairness has not been followed.

Example: If an international student appeals an assessment result, the external body will assess whether ASLI followed its internal appeal process properly. It will not reassess or remark the student's work.

ASLI will provide all required information to the external appeals body within the specified timeframe and will fully cooperate during the review process.

Once a decision is made, the outcome of the external appeal will be:

- Recorded in the Feedback, Complaints and Appeals Register
- Filed with all relevant documentation
- Communicated in writing to the student

ASLI will implement any recommendations or corrective actions arising from the decision as part of its continuous improvement and compliance obligations.

Outcome

If the internal or external complaints handling or appeals process results in a decision or recommendation in favour of the overseas student, ASLI will immediately implement the required corrective or preventive action. The student will be advised in writing of the outcome and any steps taken to resolve the issue.

A written record of the feedback, complaint, or appeal, including a statement of the outcome and reasons for the decision, will be securely maintained by ASLI in accordance with its records management procedures and continuous improvement processes.

Examples of appropriate external or independent complaint and appeals bodies may include:

- Private conciliators or dispute resolution professionals
- A complaints and appeals body established by a peak industry or professional association
- Representatives from Commonwealth or State/Territory government departments
- The Commonwealth Ombudsman (for overseas students in private education)
- State or Territory Ombudsman offices (for public providers)

This ensures ASLI upholds procedural fairness, transparency, and student-focused outcomes in line with its obligations under the Standards for RTOs 2025 and the National Code 2018.

IMPORTANT NOTE: The Overseas Students Ombudsman, part of the Commonwealth Ombudsman, provides a free and independent service for overseas students enrolled with private education providers in Australia.

- Website: www.ombudsman.gov.au
- Email: ombudsman@ombudsman.gov.au
- Contact Number: 1300 362 072

The Commonwealth Ombudsman investigates complaints about problems that overseas students have with private education and training in Australia.

The Ombudsman (OSO) also:

a. Provides information about best practice complaints handling to help private education providers manage internal complaints effectively.

b. Publishes reports on problems and broader issues in international education that OSO identify through investigations.

For further information, please visit www.ombudsman.gov.au or contact overseas student ombudsman by telephone.

- In Australia, call: 1300 362 072 (calls from mobile phones may incur additional charges).
- Outside Australia, Call +61 2 5117 3600.

You can make a complaint online 24/7 via our online form during business hours (Mon, Tue, Thu, Fri: 10:00 am – 4:00 pm; Wed: 10:00 am–2:00 pm; AEST/AEDT), or in person by visiting your nearest office listed on the website.

Appeals related to Deferment, Suspension or Cancellation of Enrolment

Where a student has decided to access the appeals process in relation to deferment, suspension or cancellation of their enrolment, ASLI will not update the student's status or report the change via PRISMS (to the Department of Education, which shares it with the Department of Home Affairs) until the appeal process is completed, unless extenuating circumstances relating to the student's welfare apply (i.e. the student's health or wellbeing, or the

wellbeing of others, is likely to be at risk), as permitted by National Code Standard 9.5. For more information refer to ASLI's Deferment, Suspension and Cancellation policy on our website.

ASLI will maintain all relevant responsibilities until:

- The internal and external complaints processes have been completed, and the breach has been upheld.
- The overseas student has chosen not to access the internal complaints and appeals process within the 20-working day period.
- The overseas student has chosen not to access the external complaints and appeals process.
- The overseas student withdraws from the internal or external appeals process, by notifying the institute in writing.

Note: * Please note that the following procedures do not remove your right to seek other dispute resolution services, or to seek other legal remedies provided by external bodies, such as, the **Victorian Civil and Administrative Tribunal (VCAT)** Consumer Affairs Victoria, or the Victorian Equal Opportunity and Human Rights Commission.

Students Rights as Consumer

Feedback, Complaints and Appeals Policy, do not remove the right of students to act under Australia's consumer protection laws.

6. Timeline: Feedback, Complaints & Appeals Process

Stages	Step	Requirement	Your Timeframe
Informal Resolution Stage	Informal discussion	Attempt local resolution	Within **10 working days**
Formal Lodgement & Acknowledgement	Acknowledge complaint/ appeal	Written confirmation	Within **5 working days**
	Forward internally	Refer to relevant staff	Within **10 working days**
Assessment & Investigation Stage	Start assessment	Begin investigation	Within **10 working days**
	Contact parties	Notify stakeholders	Within **3 working days**
	Arrange meeting	Mediation/interview	Within **3 working days**
Resolution & Decision Stage	Finalise complaint	Complete process	Within **60 calendar days**
	Notify outcome	Written advice	Within **60 days**

Stages	Step	Requirement	Your Timeframe
	Delay notice	If exceeding timeframe	Before 60 days
Internal Appeal Stage	Lodge appeal	Student response period	Within **20 working days**
	Acknowledge appeal	Written confirmation	Within **3 working days**
	Appoint committee	Independent review	Within **10 working days**
	Issue outcome	After hearing	Within **10 working days**
	Finalise appeal	Complete internal appeal	Within **60 days**
External Appeal & Review Stag	Advise external rights	Inform student	Within **10 working days**
	Provide documents	To external body	As soon as practicable
	Maintain enrolment	During appeal	Until concluded
Recordkeeping & Continuous Improvement	Register update	Record outcome	Preferably **3 days**
	File storage	Secure records	Ongoing

7. Important Contacts

Staff	Contact details	What assistance they can provide
Student Support Officer/ Complaints and Appeals Officer	sso@asli.vic.edu.au	Your contact to manage your Feedback, Complaints & Appeals.
Appeal committee • Compliance Manager • Training Manager • Campus Manager	sso@asli.vic.edu.au	If you are not satisfied with the outcome of complaint. You can lodge an appeal with the appeals committee.
Overseas Student Ombudsman	Inside Australia 1300 362 072 Outside Australia +61 2 5117 3600	External appeals

Australian Skills Quality Authority	https://www.asqa.gov.au/about/contact- us	Complaints about providers and their practices

8. Legislative References and Policy Development Context

This policy was developed by ASLI's management and compliance team through careful review of the above frameworks, benchmarking best practices, and incorporating feedback from staff and stakeholders. It aligns with the student-centred approach and principles of procedural fairness, natural justice, and continuous improvement.

This policy has been developed in alignment with the following legislative and regulatory bodies:

- ESOS Act 2000 Visit ESOS ACT 2000
- National Code 2018 Visit National Code 2018
- Revised RTO Standards 2025 2025 Standards for RTOs | Australian Skills Quality Authority (ASQA)

APPENDIX 1

☐ Feedback was reviewed and recorded in the Continuous Improvement Register for further quality review by the Student Support team.

ASLI Feedback, Complaints and Appeal Quality Checklist

ASLI staff, team must follow this checklist when handling complaints and appeals and must pay close attention to timelines as long as it takes to resolve the issue more it costs goodwill to organisation.

Process Stage	Action	Timeline	Completed (Please tick)
Complaints Lodgement	Formal complaint is received and correct complaint form is provided (Feedback, Complaints & Appeals Form)	As soon as complaints are raised with staff and informal process is completed	
	Fully completed form is received from complainant, and all fields are completed	As soon as practicable	
Acknowledgement And Records	Complaint is acknowledged and written acknowledgement is sent to the students.	As soon as practicable or preferably in 3 days of receipt	
	Further contact is made if the complaint information is insufficient.	As soon as practicable or preferably in 3 days of receipt	
	Complaint is lodged in the complaint register.	As soon as practicable or preferably in 3 days of receipt	
Investigation	Resolution phase- Complaint is checked if the matter falls within the definition of complaint for further investigation	As soon as practicable but should not take more than 10 days.	
	Complaints are forwarded for action to the relevant department (if required). Parties to complaint cannot be part of the investigation team.	As soon as practicable but should not take more than 10 days.	

Process Stage	Action	Timeline	Completed (Please tick)
	All parties concerned are contacted for investigation. Students are given an opportunity to present his/her case and respond at minimal or no cost.	As soon as practicable or within 3 days of receipt	
	Parties making complaints are invited for meeting and an option of bringing a support person is provided.	As soon as practicable or within 3 days of receipt or	
	Complaint is investigated thoroughly in spirit of natural justice and principal fairness. Best possible resolution is achieved keeping student centred approach and fact based.	As soon as practicable as and no later than 60 days of complaints.	
Outcome	Complaint outcome is received and communicated to all the parties with the advice on right to appeal within 20 working days of the complaint if dissatisfied with the outcome	As soon as practicable but no later than 60 days	
	Where it is apparent that complaints will take more than 60 days, complainant or appellants are informed in writing, including reasons why more than 60 calendar days are required and are regularly updated on the progress of the matter.	As soon as practicable and must inform well before 60 days of complaints resolution deadline.	
	Outcome is recorded in complaint register	As soon as practicable	
Internal Appeals	If dissatisfied with the outcome, Students are advised to lodge complaint within 20 working days of the complaint outcome.	Within 20 working days	
	Appeal is acknowledged by sending written confirmation to the complainant	As soon as practicable or within 3 days of receipt	
	Appeals are sent to the appeal committee.	As soon as practicable but should not take more than 10 days.	

Process Stage	Action	Timeline	Completed (Please tick)
	Along with Appeal Committee, an Investigator is appointed to hear the appeal. Students are given opportunity to present their case with supporting evidence accompanied or assisted by a support person at any relevant meetings.		
	Appeals are investigated thoroughly in spirit of natural justice and principle of fairness	As soon as practicable as and no later than 60 days of appeal.	
	Where it is apparent that appeals will take more than 60 days, appellants are informed in writing, including reasons why more than 60 calendar days are required and are regularly updated on the progress of the matter.	As soon as practicable and must inform well before 60 days of complaints resolution deadline.	
	Internal appeal is complete. Outcome is recorded in complaints and appeals register with reasons and is placed in students' file. Students are provided with a written statement and detailed reason of the outcome of internal appeal	Within 60 days	
	Student's enrolment is kept active until the internal appeal and external appeal is concluded.	Until external appeal is finalised	
	If the student is dissatisfied with the outcome, Student is informed about his/her right to access an external complaint handling and appeals process at minimal or no cost. External body can be Overseas Student Ombudsman (it is free of cost).	Within 10 working days of completion of internal complaints handling and appeals process.	

Process Stage	Action	Timeline	Completed (Please tick)
External Appeals	Student is advised of the rights to access an external complaint handling and appeals process without any cost charged by ASLI.	Within 10 working days of concluding the internal review	
	External appeal authority is provided with sufficient information within due timelines requested.	As soon as practicable or timelines specified by external agency	
	Student's enrolment is kept active until the external appeal is concluded.	Until external appeal is finalised.	
	Complaints outcome is entered in the complaints register after external appeals and copy of all the relevant documents are attached.	Preferably in 3 days of receipt or as soon as practicable	
	ASLI implements the decision/ recommendation and takes preventive/ corrective action required by the decision.	As soon as practicable.	
	Students are advised about the decision and action	As soon as practicable.	
	Written record of the complaint or appeal and statement of the outcome is kept and maintained by ASLI.	As soon as practicable.	

Appendix 2

Feedback, Complaints and Appeals Form

Personal Details	
Full Name:	
Position of Complainant/ Appellant:	
Student ID (if applicable):	
Phone No:	
Email:	
Address:	
If the complainant is student, please provide the following details (NOT MANDATORY)	
Student ID:	
Course Name:	
Date:	

Type of Submission

Please indicate the type of submission: ☐ Feedback ☐ Complaint ☐ Appeal

Feedback/Complaint/Appeal Details

Feedback/Complaint Details

Date the issue occurred**:**

_____

Reason for: Submission (tick all applicable):

- General Operations
- Assessment
- ESOS related complaint
- Discipline/misconduct
- Outcome of application/request
- Other, please specify

Have you complained about the issue before?

- Yes
- No

If yes, please give the date, the complaint was lodged:

_____

Appeals Details

Date to which this appeal refers to:

_____

Reason for the appeal:

- Assessment outcome
- Discipline/misconduct
- Any outcome of any application for request
- Any disciplinary action taken against you.
- Other, please specify below

_____

_____

_____

_____

_____

_____

Summary of Feedback / Complaint / Appeal (Please give detailed explanation and attach any supporting evidence) (Provide explanation on how you believe this complaint can be resolved)
Please provide us a detailed explanation on what will resolve this issue according to you?

Declaration

☐ I declare that all the information provided in this form is correct and accurate to the best of my knowledge.

☐ I am happy to attend any meeting with relevant persons required to resolve the issue.

☐ I understand that if I am dissatisfied with the decision after the internal appeal outcome, I can seek assistance from external complaints handling body i.e. Commonwealth Ombudsman www.ombudsman.gov.au which is free of cost.

Name: _____

Signature: _____

Date: _____

Office use Only:(*marked items to be filled up by staff or Complaint handling party)

***Receiving staff member:**	
***Date Received:**	
***Method of lodgement**	□ Emai □ Mail ☐ In-person
***Name(s) of the members responsible for resolving the issue.**	

***Actions proposed by the panel/ determined resolution**	
***Implementation of Proposed action by:**	☐ Continuous improvement Request. ☐ Counselling by the relevant persons. ☐ Change of any service or member. ☐ External Counselling agency ☐ Referred to: ☐ Other (Please specify) _____
***Date of Resolution**	/ /
***Outcome**	☐ Successful ☐ Unsuccessful
***Method to communicate the outcome with the complainant/appellant**	☐ Email ☐ Mail
***Response of Complainant/Appellant**	☐ Agrees and accepts the decision done by panel (The student signs the acceptance, and the record is placed in student's admin file) ☐ Disagrees and unsatisfied (Student has been advised of the right accessing external complaints handling body- Commonwealth Ombudsman along with contact details of the same)

Declaration by Complainant/Appellant

(Please read and tick before signing it)

☐ I acknowledge that the outcome of the feedback/complaint/appeal lodged by me have been informed to me.

☐ I agree with the decision made by the panel, and I am happy to accept it.

OR

☐ I disagree with the decision made by the panel and would like to escalate it to an external complaint handling body, and I have been advised of all the required information in this regard.

Signature: _____ Date: _____

ASLI'S Representative

Name: _____ Signature:_____ Date:_____