

English Language Centre Student Complaints and Appeals

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Rationale and Scope

The English Language Centre (ELC) is required to demonstrate its compliance with the National Code 2007 by providing a complaint and appeal process for international students that is independent, easily and immediately accessible and inexpensive.

Policy

1. ELC will ensure the Complaints and Appeals policy is easily accessible to students
2. ELC will ensure that processing of all complaints and appeals will commence within 3 days of receipt.
3. ELC will endeavour to complete the process within a reasonable timeframe and will notify the student if the process will take longer than 10 working days to complete.
4. ELC will provide a student with the opportunity to formally present his or her case.
5. ELC will ensure a student has the opportunity to be accompanied and assisted by a support person of his or her choice at any relevant meetings.
6. ELC will maintain the student's enrolment whilst the complaints and appeals process is ongoing.
7. ELC will provide the student with a written statement of the outcome of the complaint or appeal, including details of the reasons for the outcome.
8. If the student is not satisfied with the result or conduct of the internal complaint handling and appeals process ELC must advise the student of their right to access an external appeals process at minimal or no cost. The External Mediator is independent and external to UNE and is named in the *UNE Guidelines: Required Amendments to all Complain and Appeals Policies and Procedures at UNE involving full-time international students (irrespective of study location in Australia)*.
9. If the complaints and appeals process results in a decision that supports the student, ELC will immediately implement any decision and/or corrective and preventative actions required and advise the student of the outcome.
10. ELC will maintain comprehensive records of all complaints and appeals and their outcomes including:
 - A statement of findings in relation to each complaint or appeal that demonstrates the reasons behind the decisions made at each stage of the appeal;
 - Evidence that the statement is issued to the student and a copy retained on the student's file.
11. ELC will ensure that the rights of the student as protected under the *Trade Practices Act 1974* will be preserved.

Procedures

1. If a student advises that they wish to make a complaint or lodge an appeal they must do so in writing to the Academic Manager (AM) and include the following information:

- Name, address and contact details
- Student number and ELC class
- Detailed description of the complaint or appeal including any relevant documentation
- Any other detail they feel supports their complaint or appeal

The Senior Administrative Assistant (SAA) is available to assist or advise on this process.

2. The AM will acknowledge in writing the receipt of the complaint or appeal and will provide the student with a copy of the process if one has not already been made available.

3. The AM will make a time to meet with the student to commence the process within 3 working days and notify the student that they can be accompanied by a support person of his or her choice at any future meeting.

4. The AM will keep the student informed of progress and the expected date of the outcome.

5. The AM will provide in writing to the student the reason for and the outcome of the process, any consequences that flow from the outcome and the further avenues of appeal available to the student.

6. Dependent on the outcome the AM will alternatively:

- maintain the student's enrolment
- put in place an agreed plan of action to assist the student with their conditional studies
- begin the process to suspend or terminate the student's enrolment
- escalate the complaint to the Director of Studies, ELC

7. All further actions will take place according to the flowchart below.

Authorised by

Director, English Language Centre

11/03/2014

Date

ELC Student Complaints and Appeals Procedure

