

IF YOU HAVE A PROBLEM, CONCERN, COMPLAINT, AND/OR WOULD LIKE TO APPEAL A DECISION MADE BY GREENWICH ENGLISH COLLEGE OR GREENWICH MANAGEMENT COLLEGE, WE ENCOURAGE YOU TO ADVISE US SO THAT WE MAY TRY TO ASSIST YOU TO ACHIEVE A POSITIVE OUTCOME.

PERSONAL DETAILS

Student Number: _____

Surname/Family Name: _____

Given Name(s): _____

Gender: Male Female Date of Birth: / / _____

Telephone/Mobile Number: _____

Email: _____

(Email address must be provided)

NATURE OF COMPLAINT/APPEAL

• **MY COMPLAINT RELATES TO:**

- Quality of course/course material Academic results
- Misleading advertising/college materials Refund outcome
- Other matter: _____

OR

- I would like to access the external appeals process

• **SUPPORT PERSON**

You have the right to be accompanied or assisted by a support person throughout the complaints and appeals process.

- Yes, I would like to be accompanied or assisted by a support person
- No, I do not need to be accompanied or assisted by a support person (please note that should you wish to be accompanied by a support person later, then you may do)

• **DETAILS OF COMPLAINT/APPEAL**

Please outline your complaint/appeal giving as much detail as possible. You may add supporting documentation

Supporting documentation attached Yes No

TERMS AND CONDITIONS

1. The information requested on this form is essential to investigate the complaint/appeal. You have the right to provide as much or as little information, however Greenwich English College and Greenwich Management College can only make a decision based on the information and supporting documents provided
2. All complaints and appeals will be treated confidentially
3. I authorise Greenwich English College and Greenwich Management College to make any enquiries necessary to verify my complaint/appeal in relation to any of the information provided
4. The collection, access, storage, use and disclosure of any information you provide to Greenwich English College and Greenwich Management College is governed by the Privacy Act. The college may disclose information about you to The Department of Home Affairs, and/or other Agencies authorised to receive this information
5. I declare that the information I have provided is true in every detail. I understand that if I give false and/ or misleading information (including providing false or forged documentation), my complaint/appeal may be refused, and the matter be referred to external agencies

Signature of Applicant

Date

TO LODGE A COMPLAINT OR APPEAL

1. Complete a Complaints and Appeals Form available from Reception. You can also make an appointment to discuss the matter with Management. All complaints and Appeals will be treated confidentially. If you would prefer to remain anonymous, please place your form in an envelope addressed to Management. You have the right to be accompanied or assisted by a support person throughout the Complaints and Appeals process.
2. The college will follow up your complaint and/or appeal and respond with a written statement of the outcome, including details of the reason for the outcome within 10 working days from the day you submitted the form. The Complaints and Appeals Form and written statement will be kept on file.
3. If you are not satisfied with the Greenwich English College or English Management College internal complaints handling and appeals process, you have the right to access the External Appeals Process.

THE EXTERNAL COMPLAINTS AND APPEALS PROCESS

The external appeals process is managed and conducted by an independent and impartial body, the Overseas Student Ombudsman. The Overseas Student Ombudsman investigates complaints about problems that overseas students have with private education and training in Australia.

1. You must lodge your complaint or appeal directly with the Overseas Student Ombudsman. The overseas Student Ombudsman complaints can be made in four ways -
Online - <http://www.oso.gov.au/making-a-complaint>
Phone - 1300 362 072 (or if outside Australia +61 2 6276 0111)
If you want to make a complaint in your language you can. Call the translating and Interpreting Service in Australia on 131 450
(or if outside Australia +61 2 6276 0123) - Mail/Post - Overseas Students Ombudsman, GPO box 442, Canberra ACT 2601, Australia
2. Once the Overseas Student Ombudsman has received your complaint, they will carefully consider if they can help you based on the information and subsequent investigations. They will then contact you with their decision and why.
3. The time it takes to investigate a complaint by the Overseas Student Ombudsman varies depending on the complexity of the complaint and Greenwich College has no access to it whatsoever.

OFFICE USE ONLY

RECEIVED DATE:

RECEIVED BY:

SIGNATURE

RESPONSE DATE:

(ATTACH FULL COPY OF RESPONSE)

RESOLUTION
AUTHORISED BY:

SIGNATURE

COMMENTS: