

- provide written advice to the student and any other relevant party of the outcome and will complete all necessary corrective actions within 10 working days
- 4.8 Where the external complaints or appeals process with ACPET or OSO, maintains Sydney City College of Management's or a third party providing services on Sydney City College of Management's behalf initial decision, the Institute will implement the actions as stated in the initial decision
- 4.9 All records of the complaints and appeals process will be filed in the relevant students' file
- 4.10 Students not satisfied with Sydney City College of Management's complaints and appeals process can contact the Department of Education and Training <https://www.education.gov.au/email-complaints> or phone 13 38 73

5.0 Complaints/Appeals Process

- **Informal Stage (Complaint only):** Student advises Student Services Team and attempts to solve the problem with the relevant party identified in point 1.0 of this policy informally.

If the student is satisfied with the outcome, no further action is needed.

If the student is not satisfied with the outcome, progress to step 1.

- **STEP 1 – INTERNAL (Complaint and Appeals):** Student completes the relevant form (2 (Complaint Form or OCEC Internal Appeal Form) with relevant supporting documentation and lodges it with the Student Services Manager. For appeals, this must be within 20 working days of Opera City English College or third party providing services on Sydney City College of Management's behalf's initial decision. The Student Services Manager:
 - a) Reviews the case and provides written advice of receiving the complaint/appeal within 5 working days of receiving the complete student submission
 - b) Schedules a meeting with the relevant parties involved
 - c) Provides student with outcome, including reasons for the outcome within 10 working days of receiving complete student submission

If the student is satisfied with the outcome, no further action is needed.

If the student is not satisfied with the outcome, progress to step 2.

- **STEP 2 – EXTERNAL (Complaints and Appeals):** Within 10 working days of receiving the outcome, the student makes an external appeal to the Australian Council for Private Education and Training (Domestic Students) or the Overseas Students Ombudsmen (International Students) and completes and submits the OCEC External Appeal Form to the Student Services Manager. The Student Services Manager:
 - a) Provides ongoing assistance to the student in accessing the Institute's external appeals process
 - b) Provides written advice acknowledging the students external complaint/appeal within 5 working days
 - c) Provides student and other relevant parties with the final outcome, including reasons for the outcome within 10 working days of receiving notification



from ACPET or OSO

ACPET and the OSO will review the appeal and inform Opera City English College and the student of the outcome.

Note that in most cases, the purpose of the external appeals process will be to consider whether Opera City English College or a third party providing services on Sydney City College of Management's behalf has followed its policies and procedures, not to make a decision in place of Opera City English College. ACPET and OSO decisions are final however this does not remove the right for the student to take further action under Australia's Consumer Protection Laws or pursue further legal action.

Where the external complaints or appeals process with ACPET or OSO results in a decision that supports the student, Opera City English College will provide written advice to the student and any other relevant party of the outcome and will complete all necessary corrective actions within 10 working days.

Where the external complaints or appeals process with ACPET or OSO, maintains Sydney City College of Management's or a third party providing services on Sydney City College of Management's behalf's initial decision, the Institute will implement the actions as stated in the initial decision

Domestic students lodging an external appeal should contact ACPET on 1800 657 644.

International students lodging an external appeal with should contact the OSO on 1300 362 072.

Related Documents

- Complaint Form
- Internal Appeal Form
- External Appeal Form
- Internal Appeal Acknowledgement Letter
- Internal Appeal Outcome Letter
- External Appeal Acknowledgement Letter
- External Appeal Outcome Letter
- Complaint Register
- Appeal Register

Related Policies

- Student Entry Requirements, Selection, Enrolment and Orientation Policy
- Student Deferral, Suspension and Cancellation Policy
- Transfer between Providers Policy
- Student Refund Policy
- Student Attendance Policy
- Student Course Progress Policy
- Student Assessment, Reassessment and Repeating Units of Competency Guidelines Policy