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Definitions

- **Complaint** refers to an expression of dissatisfaction with academic or non-academic services. A complaint can be raised by a student who believes there are sufficient facts and reasons to support a claim against another party or parties or against a decision made.
- **Appeal** is a process for requesting a review of an official decision made.
- **Academic matters** refer to the issue that involves academic progress, assessment, completion in the course of studies.
- **Complainant** refers to the person who formally lodges a complaint or appeal
- **International Student** refers to a student of EnglishWise Global who is not an Australian Citizen or Permanent Resident.
- **Academic Complaint and Appeal** refers to a complaint or an appeal against a decision made about an assessment outcome, failure to meet a satisfactory academic progress, and/attendance or the quality of the course delivery.
- **Non-Academic Complaint and Appeal** refers to a complaint or appeal in relation to a service provided by EnglishWise Global, directly or indirectly via a third party that is non-academic in nature.
- **Non-academic matters** refer to other matters that are not covered in academic matters.
- **In writing** refers to any written communication taken place online or offline such as emails and letters.
- **Formal Complaint or Appeal** refers to an official complaint. To be considered a formal complaint or appeal, it must be submitted in writing on the Complaints and Appeals Form.
- **Overseas Students Ombudsman** is a role created under the Education Services for Overseas Students (ESOS) Legislation Amendment Act 2011 to resolve complaints and help private Education Providers improve policies and practices to enhance the quality of International Education in Australia.

Purpose

These policy and procedure are in place to ensure the complaints and appeals process of EnglishWise Global is undertaken in a professional, timely and inexpensive manner for students in order to resolving problems and improving relationships, programs and services. Furthermore, this policy and procedure is in place to comply with the ESOS Act 2000, Standard 10 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code) and NEAS Quality Assurance Framework.

Scope

Current and/or prospective students of EnglishWise Global who believe they have been unfairly treated will have access to the complaints and/or appeals process set out in this policy. This document includes any current or prospective students. This document covers both academic and non-academic matters.

EnglishWise Global will ensure that:

- a. complaints raised will be heard and addressed, giving an overseas student the opportunity to resolve the matter.
- b. formal complaints raised by EnglishWise Global's overseas student will be documented and handled according to its appeal process.
- c. formal complaints will be processed within 10 working days after the submission of the complaint.
- d. students are provided with information to access the external appeals process, if they are not satisfied with the outcome of the internal complaints and appeals process.
- e. EnglishWise Global will ensure it implementations changes identified through the internal or external appeals process, when the result is in favour of the student.

- f. students are able to a support person/s such as a family member, friend or counsellor at any time present during the complaints and appeals process.
- g. students are able to engage or request an interpreter at any time during the complaints and/or appeal process.
- h. decisions made will be recorded in writing and kept in the student's file in the student management system.
- i. students are provided with a full explanation in writing of the decisions and action taken as a result of the complaints and/or appeal.
- j. students can participate in studies as usual during the complaints and/or appeals process unless it has been deemed the student has placed other students and/or staff members at risk.

Policy

The intent of this policy is to ensure fairness applies to the management of *Complaints and Appeals* within EnglishWise Global. The complaints and appeals handling process will ensure that:

- Students will have access to a process for resolving complaints formally.
- formal complaints will be recorded on the *Complaints and Appeals* Register.
- Complaints and/or appeals will be processed within the legislative timeframes and requirements as outlined in this procedure.
- All parties involved in the complaints and/or appeals process will be informed of the progress of the complaint and/ or appeal.
- Complainants will have the right to access the external complaints and/or appeals processes in circumstances where the complainant deems the internal complaints and/ or appeals was not dealt with satisfactorily.
- Complaints and/or appeals will be dealt with in accordance with the procedures outlined in this document.

The student's enrolment will be maintained throughout the complaints and/ or appeals process. EnglishWise Global will not notify the Department of Education and Training of any change to the student's enrolment status through the Provider Registration and International Student Management System "PRISMS" until the internal process has been finalised.

This policy applies to all students who wish to make a complaint and /or appeal academic and/or administrative decisions, which may include:

1. Academic matters may include but are not limited to:
 - a course progress
 - b course attendance
2. Non-academic matters may include but are not limited to:
 - a Cancellation of enrolment
 - b Refusal to release students
 - c Marketing and promotion
 - d Course delivery
 - e Bullying and harassment

1. Providing Complaints and Appeals Information to Students

- a EnglishWise Global will provide overseas students with the *Complaints and Appeals Policy and Procedure*. This information will be available in the Student Handbook and on the website.
- b The internal process will be provided to students without cost and be easily accessible.
- c EnglishWise Global's *Complaints and Appeals Policy and Procedure* will be written in plain English.
- d EnglishWise Global's internal complaints and appeals will detail:
 - i. how students can access the formal complaint and/or appeals process if a matter cannot be resolved informally.
 - ii. whom students can make a complaint/ or appeal to, such as the Student Services Advisor or Academic Manager.
 - iii. the decision and/or outcome will be available within 10 working days from the date of formal lodgement of a complaint/ and or appeal.
 - iv. that EnglishWise Global will assess the complaint and/or appeal in a professional, fair and transparent manner ensuring the principles of natural justice are applied.
 - v. that the student is able to have a support person present when making a formal complaint and/or appeal.
 - vi. that EnglishWise Global will email the outcome of the appeal and/or the complaint including the reason for the outcome.
 - vii. the written record of the complaint and/or appeal, as well as the statement of the outcome will be kept in the student's file in the student management system.
 - viii. the student has the right to access the external complaints and appeals process if they are not satisfied with the outcome.

Complaints and appeals can be classified into two categories:

1. Informal Complaints and Appeals
2. Formal Complaints and Appeals

Throughout the complaints or appeals process, EnglishWise Global will maintain the student's enrolment whilst the internal complaints and appeals process is ongoing and will keep all parties involved of the steps taken throughout the process.

EnglishWise Global will not notify the Department of Education and Training of any change to the student's enrolment status through the Provider Registration and International Student Management System "PRISMS" until the internal process is finalised.

Complaint	Appeal
<p>Staff and students have the right to submit a complaint if they wish to express discontent against another person or a complaint against an EnglishWise Global process or system.</p> <p>This policy and procedure are relevant to all grievances arising in the following areas:</p> <ul style="list-style-type: none"> Student wishes to raise a complaint against another student or an EnglishWise Global staff member 	<p>The student has the right to appeal an assessment result if they believe the result given was unfair or unjustified.</p> <p>This includes Appeals arising in the following areas:</p> <ol style="list-style-type: none"> a) Student disagrees with the result given by their teacher b) Student believes that they were discriminated against by the teacher c) Unsatisfactory course progress or attendance

<ul style="list-style-type: none"> • Student wishes to raise a complaint against EnglishWise Global • Student wishes to raise a complaint about a Third Party • EnglishWise Global staff wish to raise a complaint about a Third Party • Staff wish to raise a complaint about another staff member or a student 	<ul style="list-style-type: none"> d) Assessment appeal e) Misbehaviour and/or cancellation of student's enrolment f) Or any other matter that requires the process for an appeal.
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2. Informal Complaints and Appeals

Informal complaints are those not recorded on the *Complaints and Appeals Form*. The intent of informal complaints and appeals is to provide a platform for all parties to try to resolve any matters informally and is the process all parties can take as the first mechanism to seek resolution of a complaint or appeal regardless of whether the complaint or appeal relates to academic or non-academic matters.

- Students are encouraged to resolve any complaints directly with the person the matter involves or relates to. However, if the individual feels uncomfortable in doing so, the student may speak to his or her teacher or other EnglishWise Global staff whom the student feels most comfortable with.
- If the student feels the matter has not been resolved through the informal process, the student may access the formal complaints and/or appeals process.

The parties involved in an informal resolution of a complaint or appeal will attempt to resolve the matter via discussion, negotiation and agreements in the first instance. Informal complaints are not a compulsory step. If the complainant is not satisfied with the outcome, they can approach *Reception* to lodge a formal complaint.

3. Formal Complaint or Appeal

Formal Complaints and Appeals take place when an informal complaint has not been satisfactorily resolved via verbal discussion and or negotiation. A formal complaint is a written complaint lodged by completing the *Complaints and Appeals Form*.

If the student is not satisfied with the outcome of the complaint and/or appeal, the student has twenty (20) working days from the date of the written notification in which to lodge an internal appeal.

EnglishWise Global will observe strict confidentiality during all stages of the complaint resolution process and the students' progress through a study program will not be disrupted whilst a complaint is in process.

- EnglishWise Global students must complete the *Complaints and Appeals Form* and submit the completed form at reception to lodge a formal complaint.
- EnglishWise Global will respond to the complainant's formal complaint or appeal within 10 working days after the form has been successfully lodged.
- Complainant submits the *Complaints and Appeals Form* must submit the form with relevant and sufficient supporting evidence.
- The investigation of the complaint will take place with the relevant people. For academic matters the Academic Manager, the CEO and other staff members who are involved in the matter will meet to address the appeal.
- For non-academic matters, the Student Support together with other staff members who are involved in

the matter will meet to address the appeal.

- f. If the matter cannot be resolved, the higher managerial person such as the CEO or Principal will make the final decision.
- g. If a meeting with the student is required, the Student Support will arrange a meeting with all relevant parties and the overseas student who submitted the *Complaints and Appeals Form*.
- h. The student is able to have a support person present during the meeting.
- i. The student may also request for a translator or interpreter.
- j. The outcome of the complaint or appeal will be provided to the student in writing.
- k. If the student is not satisfied with the outcome, the student may submit an appeal in writing by completing and lodging the *Complaints and Appeals Form*.
- l. The decision of the appeal will be finalised within 10 working days from the date the form has been successfully submitted.
- m. If the internal or external complaints and appeal process result in favour of the student, EnglishWise Global will make changes to its policy and procedure immediately to prevent the same situation from occurring. EnglishWise Global will inform the overseas student of the action by EnglishWise Global to rectify the matter.
- n. International Students who are dissatisfied with the outcome of the internal complaints and appeals process may make a written request to EnglishWise Global for an independent external review of the decision. Students will have 10 working days from the date of the outcome to advise EnglishWise Global of their intention to access the external appeals process.

External Independent Appeals

If the complaint or appeal has not been resolved via the internal process to the satisfaction of the complainant, complainants will have the right to lodge an appeal to an External Independent Organisation. The Overseas Students Ombudsman offers a free and independent service for international students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider. International students who wish to lodge an external appeal can do so by contacting the Overseas Students Ombudsman directly, details available on the Ombudsman website <http://www.oso.gov.au/contact-us/index.php> Or Email: ombudsman@ombudsman.gov.au Or by phone on 1300 362 072.

4. Reporting in PRISMS

- a EnglishWise Global will only report an overseas student for unsatisfactory course progress or attendance in PRISMS after:
 - a. the internal and external complaints and appeals process has been completed and the outcome finalised;
 - b. the overseas student has not accessed the internal complaints and appeals process within 20 working days;
 - c. the overseas student has chosen not to access the external appeals process; or
 - d. the overseas student has informed EnglishWise Global of his or her decision not to access the appeals process or has withdrawn their appeal in writing.

- b EnglishWise Global will report an overseas student for non-payment of course fees in PRISMS after notifying the student of the cancellation of enrolment as per the *Deferring, Suspending and Cancelling the Overseas Student's Enrolment Policy and Procedure*.
- c If the external appeals process has been completed in favour of the overseas student, EnglishWise Global will immediately implement the decision or recommendations and/or take the preventative or corrective action required by the outcome. This may involve making amendments to the policy and procedure. EnglishWise Global will immediately inform and notify the student of the outcome in writing.

5. Further Complaints and Appeals

- a EnglishWise Global will not assist an overseas student who wishes to make a further complaint or appeal after the decision has been finalised through the internal and/or external appeals process.
- b An overseas student who wishes to make a further complaint or appeal may do so at his or her expense.

6. Continuous Improvement

The outcomes of overseas student complaints and appeals will be used as part of the continuous improvement. Any improvement identified through the result of the complaints and appeal process, it will be introduced to the relevant staff through Monthly Quality & Compliance meeting. For more details on the systematic and continuous operation improvement refer to the *Business Management and Registration Requirements Policies*.