

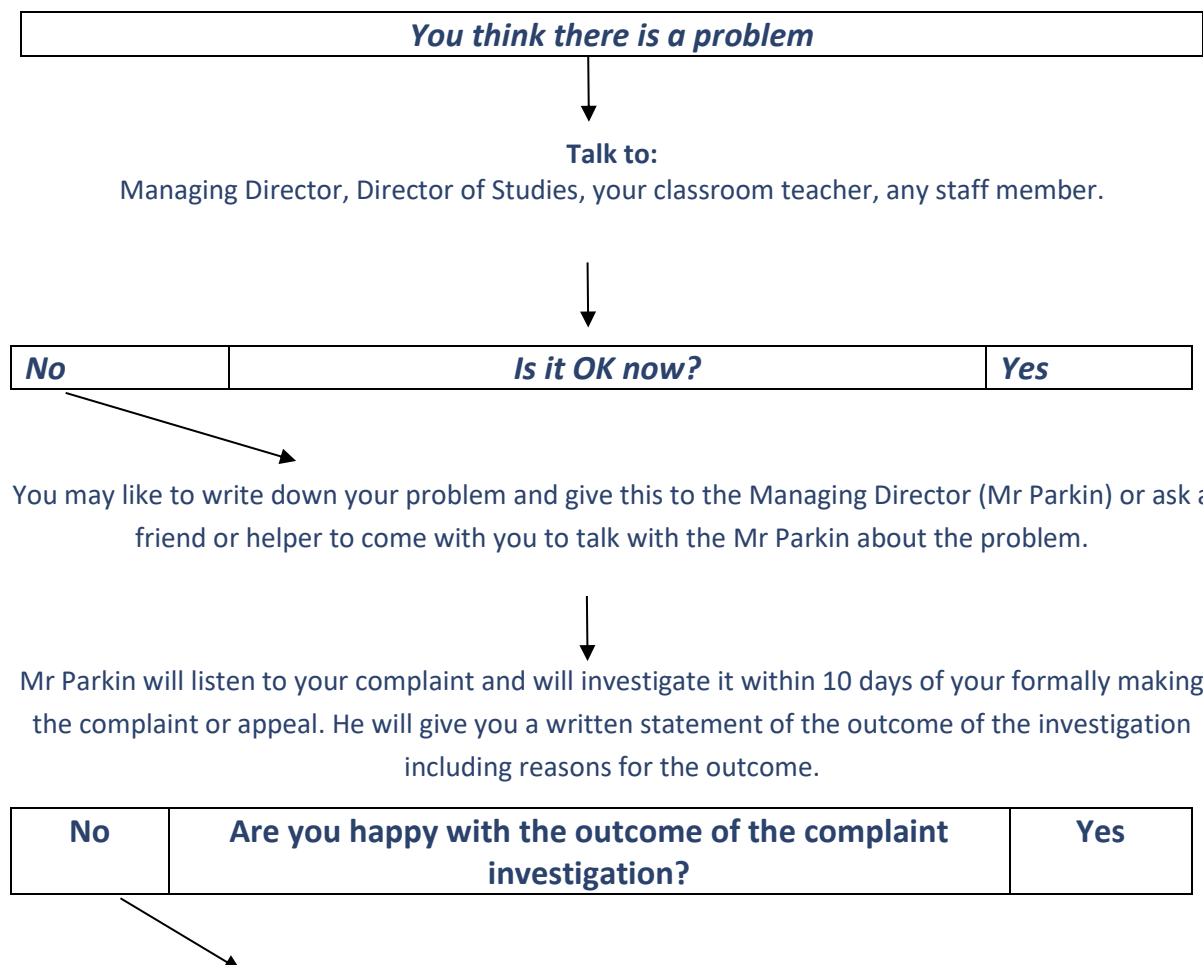
Complaints and appeals

All staff must be aware of the complaints and appeals process and support its implementation. Following is a document outlining the process. If staff have any confusion about how this process works or their possible role in the process they must take about this with the The General Manager or HOB.

If a student makes a complaint to a staff member, that staff member must take the complaint seriously and counsel the student on what action the student may take. If requested by the student the staff member must accompany the student when he/she makes his complaint and/or assist when the student makes a written complaint.

Prior to a student enrolling to Avalon College, the student is made aware of the complaints and appeals process. On arrival the student is briefed on the process during the orientation process and is able to refer to the complaints and appeals document in the student orientation manual.

If you have a concern or problem with a staff member or something in regarding to Avalon College you can do the following:



You can also ask for help from the **Dispute Settlement Centre**. They will be able to help you with this problem.

www.disputes.vic.gov.au

and you may like to view what steps to take via the **Overseas Student Ombudsman**:

www.oso.gov.au

or through **ASQA** (Australian Skills Qualifications Authority)

www.asqa.gov.au



Complaints and appeals

If you make a complaint or appeal there will be no change to your enrolment at Avalon College or the manner in which you are treated by the staff at Avalon College. Your complaint will be kept confidential.

Notes:

1. Students may be accompanied and assisted by a support person at any relevant meetings
2. Students can access the Complaints and Appeals process at no cost.
3. The complaints process will commence within 10 working days of the formal lodgment of the complaint or appeal
4. The student who is making a complaint will receive a written statement of the outcome of the complaints or appeal process, including the reasons for the outcome.
5. Avalon College will take all reasonable measures to ensure a complaint or appeal is dealt with as soon as practicable.
6. If the student is not satisfied with the result or conduct of the internal complaint handling and appeals process, the student can access the external appeals process through The Dispute Settlement Centre at no cost to the student.
7. If the internal or any external complaints handling or appeals process results in a decision that supports the student, Avalon College will immediately implement any

decision and/or corrective action and preventative action required and advise the student of the outcome.

8. Avalon College will maintain written records of any formal complaints or appeals.

