

COMPLAINTS AND APPEALS LODGEMENT FORM

Version 1.9 September 2018

As a student of APSI, if you are dissatisfied with any of APSI's decision, you have the right to lodge a complaint or an appeal by completing this lodgement form.

Before you submit this form, we encourage you to contact your course coordinator or our Client Service Manager first to clarify any issues or questions you may have. Before deciding whether or not to complain or appeal against APSI's decision, please make sure that APSI / your course coordinator has given you a full explanation of the decision.

If you are still dissatisfied after the consultation, please complete this form and email the whole form to service@apsi.edu.au. You must submit any supporting documents to support your complaint/appeal.

If this is an academic appeal, you need to lodge this form within 30 days after the final assessment outcome has been made.

Please tick the appropriate box in relation to your formal complaint/appeal

- Internal Complaint- General – processing time within 10 working days
- Internal Complaint – Academic – processing time within 10 working days
- Internal Appeal – General / Fees – processing time around 20 working days
- Internal Appeal – Academic – processing time around 14 working days
- External Appeal – Both General and Academic – processing time around 28 working days

Student's Details

First Name(s):

Family Name(s):

Enrolled Course Name:

Course Start Date:

Name of your Trainer/Assessor:

Name of your education agent (if any): _____

Please note your education agent will be included in any correspondence regarding this lodgement form.

Do you require any assistant with translation / interpretation?

Yes

No

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Details of your Complaint/Appeal

Area of your complaint/Appeal	Details of your Complaint /Desired Outcome with supporting evidences

Please attach supporting documents

Please refer to the National Code Standard 8 in relation to your complaints and appeals. Details of the standard are available at the following link

http://www.aei.gov.au/AEI/ESOS/NationalCodeExplanatoryGuide/PartD/Standard_8.htm

Student Signature: _____

Date: _____

Received by: _____

Date: _____

Or email this form to service@apsi.edu.au

APSI Office use:

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Complaints and Appeals Procedure Flowchart (For both General and Academic Matters) – Student to keep this information

If you have any complaint about APSI, we encourage you to resolve the issues informally with the party concerned.

Informal Complaints

Student unsatisfied with the outcome of informal complaints

If you are not satisfied with the outcome of the informal complaints, please follow this formal complaints/appeals procedure:

You always can be accompanied or assisted by a support person such as a friend or family member or translator to attend any meeting relating to the informal and formal complaint process.

Formal Complaints Process

Internal Complaints and Appeals

Complete Complaints and Appeals Lodgement Form and submit to Student Services

Student Counsellor and Course Coordinator (academic) or Client Services Manager (non-academic) to attend to meeting and discuss the complaint and resolve the issues

Student will be notified in writing and corrective and preventive action in place if decision is in favour of the student. If student is not satisfied with the outcome, student is advised to complete a new complaints and appeals lodgement form with new evidence and follow the above process

If student is not satisfied with the outcome of Internal Complaints and Appeals process, student can proceed with the External Appeals process

Department of Education Services - Independent Conciliator

(Student may seek advice from the independent Conciliator at any time throughout the internal complaints/appeals process)

Contact DES Independent Conciliator

Email: conciliation@des.wa.gov.au

Tel: (08) 9441 1900

Website: studywest.des.wa.gov.au

Contact Overseas students Ombudsman

Tel: 1300 362 072

Email: ombudsman@ombudsman.gov.au

Website: www.oso.gov.au

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Appeal Process Flow Chart

For International Student on Student Visa Only

Notice of Intention to Report to Department of Home Affairs



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*APSI's external arbitrator is Overseas Student Ombudsman. If your internal appeal process is not successful you may, within 20 days of receipt of the outcome, you can consult Overseas Student Ombudsman for external appeal.

The decision made by the Overseas Students Ombudsman will be final.

Please note:

- The above procedure will not be of any cost to you.
- You are permitted to attend all classes during the process and your enrolment with APSI is maintained
- You will receive a written statement of all the reasons for a particular outcome.
- Should the decision be in your favour, APSI will implement this decision immediately, take the necessary corrective action and advise you in writing that this has been done.
- International Student can get access to further assistance after the decision of the Independent External Appeal Process. International Student can access to consumer protection laws and take further legal action, or refer to the appropriate government agency, ie. The Department of Education, Employment and Workplace Relations (DEEWR), or Department of Home Affairs (DHA), or Department of Education Services (DES) for general advice or information.
- Domestic students can access to consumer protection laws or take further legal action or refer to the following organisations for further general advice and information.

Ombudsman Western Australia (www.ombudsman.wa.gov.au)

Equal Opportunity Commission WA (www.equalopportunity.wa.gov.au)

Administration Appeals Tribunal (www.aat.gov.au)