

Do you have a complaint?

Elite English Institute recognises that differences can arise from time to time between students and the Institute. EEI will try to solve all student complaints and appeals as quickly as possible.

What is a complaint?: A complaint is when you say (or write) that you are unhappy, frustrated or dissatisfied with the quality of a service you receive, something that another person has done or the way something is done.

What is an appeal? You make an appeal, usually to someone in authority, if you want then to change a decision they have made.

Step 1: Speak to someone, for example, if it about your course, start with your teacher; if it about your homestay, talk to the Student Welfare Officer.

Step 2: If you still have a problem, speak to the Director of Studies. You may bring a support person with you. If you want to make **an appeal**, or, for example, you have received an attendance warning letter, you should speak to the Director of Studies first. The Director of Studies will respond to your complaint or appeal in writing within 10 working days.

Step 3: If you are not happy about the way your complaint (or appeal) has been dealt with, you should complete a **Complaints & Appeals Form** and make an appointment to speak with the **General Manager**. You may bring a support person with you to this meeting. The General Manager will respond to your complaint or appeal in writing within 10 working days.

Step 4: If you are still not happy about the way your complaint or appeal has been dealt with, you should ask for a meeting with the **Appeals Review Committee**. You may bring a support person with you to this meeting. The Appeals Review Committee will respond to your complaint or appeal in writing within 10 working days.

The Internal Complaints & Appeals process is no complete.

Step 5: If you are unhappy with the outcome of the Appeal Review Committee, you can ask for the help of an external appeals agent. The **Overseas Students Ombudsman** offers a **free service** to overseas students who wish to lodge a complaint or appeal.

Contact **the Overseas Students Ombudsman** at www.oso.gov.au to access their Complaints and Appeals mechanisms.

The Overseas Students Ombudsman,
GPO Box 442, Canberra ACT 2601

Phone: 1300 362 072

Fax: 02-6276 0123

E-mail ombudsman@ombudsman.gov.au

You should go to the 'Making a Complaint' link on the overseas Students Ombudsman's website to find information and an online application form if you wish to use Student Complaints process.

You may choose your own external student appeals agent if you wish. You should inquire about current fees when you contact the agent.

Complaints & Appeals Process Flow Chart

