

*Student Complaints  
and  
Appeals Policy*

POLICY NAME	Student Complaints and Appeals Policy
POLICY MANAGER	Academic Manager, Group Quality, Accreditation & Compliance
APPROVAL AUTHORITY	CEO
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VERSION REFERENCE	Version 2.0

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# 1. Introduction

## 1.1. Purpose

The purpose of this policy is to outline Greenwich College Pty Ltd.'s approach to managing dissatisfaction, formal complaints, and appeals of students, clients, staff, and other members of the community. It provides a transparent approach for all complaints and appeals to be addressed in a fair, efficient, and confidential manner. The policy also ensures that all Greenwich College Pty Ltd students, staff, and other key stakeholders are aware of the nature and extent of the policy on complaints and appeals and their respective responsibilities with it.

This policy ensures compliance with the ASQA Standards for RTOs 2025 Outcome Standards 2.8, as well as compliance with the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 (Standard 8) and the ESOS framework.

## 1.2. Scope

This policy is an overarching Group policy and applies to:

- i) All employees of Greenwich College in particular, it applies to all staff involved in managing complaints and appeals and making decisions regarding their final outcomes.
- ii) All courses delivered by Greenwich College including those delivered on their behalf by education providers with whom there is a licensing arrangement. If there are any discrepancies between an affiliate's policy and these, the Greenwich College policy will apply.
- iii) All students Greenwich College Pty Ltd (also trading as Greenwich English College, Greenwich Management College, Greenwich Hospitality College, Greenwich Health & Care College) RTO: 91153, CRICOS: 02672K

This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

## 1.3. Definitions

- **Complaint:** An expression of dissatisfaction with any service, product, or action delivered by Greenwich College Pty Ltd.
- **Appeal:** A request to reconsider and change a decision made by Greenwich College Pty Ltd.

# 2. Policy

## 2.1. General Principles

Greenwich College Pty Ltd responds to all allegations involving the conduct of:

- The RTO, its trainers and assessors, and other staff.
- Any third-party providing Services on behalf of Greenwich College Pty Ltd.
- Any student or client of Greenwich College Pty Ltd.

Greenwich College Pty Ltd is committed to developing a procedurally fair complaints and appeals process that is carried out free from bias, following the principles of natural justice. Through this policy and procedure, Greenwich College Pty Ltd ensures that complaints and appeals:

- Are responded to in a consistent and transparent manner.
- Are responded to promptly, objectively, with sensitivity and confidentiality.
- Are able to be made at no cost to the individual.
- Are used as an opportunity to identify potential causes of the complaint or appeal and take actions to prevent the issues from recurring as well as identifying any areas for improvement.

Nothing in this policy limits the rights of an individual to take action under Australia's Consumer Protection laws, and it does not circumscribe an individual's rights to pursue other legal remedies. All complaints and appeals will be handled professionally and confidentially in order to achieve a satisfactory resolution that is fair and equitable to all parties.

The principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process. This will include not having the complaint or appeal managed or decided upon by the staff person or persons directly associated with the complaint or the decision maker(s) directly associated with an appeal. The aim of Greenwich College Pty Ltd and its staff is to achieve the highest levels of customer/ student satisfaction, and all complaints and appeals will be addressed in this light and with a spirit of care and consideration for the student.

## **2.2. Lodging a Complaint**

Complaints may be made in relation to any of Greenwich College Pty Ltd.'s services and activities such as:

- The application and enrolment process.
- Marketing information.
- The quality of training and assessment provided.
- Training and assessment matters, including student progress, student support, and assessment requirements.
- The way someone has been treated.
- The actions of another student.

## **2.3. Lodging an Appeal**

Appeals should be made to request that a decision made by Greenwich College Pty Ltd is reviewed. Decisions may have been about:

- Course admissions.
- Refund assessments.
- Response to a complaint.
- Assessment outcomes / results.
- Cancellation or suspension request.
- Other general decisions made by Greenwich College Pty Ltd.

## 2.4. Complaint and Appeal Process

All complaints and appeals require a written record if the complaint or appeal cannot be resolved informally. This includes a written statement of the outcome, including details and reasons for the decision.

All complaints and appeals must be commenced within 10 working days of Greenwich College Pty Ltd receiving the formal written lodgement of the complaint or appeal. The speed of processing must take into consideration the student's visa and enrolment time frames.

At any stage in the internal complaint or appeal process, students are entitled to have a support person of their choice accompany and support them.

## 2.5. External Appeals Process

If a student is not satisfied with the outcome or conduct of the internal complaint and appeals process, Greenwich College Pty Ltd will supply information to the student on how to pursue the appeal through an external appeals process. There is no charge for advising students of their rights to access an external appeals process. The external appeals process to which the student is referred should be at minimal or no cost. Students are to be notified that the purpose of the external appeals process is to consider whether Greenwich College Pty Ltd has followed its policies and procedures.

When the external appeals process has been completed, Greenwich College Pty Ltd will immediately implement the decision or recommendations and/or take the preventive or corrective action required by the outcomes of the external complaints handling or appeals process, and notify the student of the outcome.

Greenwich College Pty Ltd will provide the student the contact details of the external complaints and appeals body, that is, the Overseas Student Ombudsman (OSO). Greenwich College Pty Ltd will make specific arrangements for independent review of complaints about issues not covered by the Australian Competition and Consumer Commission (ACCC) or the OSO.

If the student is not satisfied with the outcome of the internal appeals process or the following external appeals process, the student can access multiple external appeals, but Greenwich College Pty Ltd is not responsible to assist the student with finding further appropriate appeals processes.

## 2.6. Maintenance of Enrolment during Appeals

Greenwich College Pty Ltd will maintain the student's enrolment while the complaints and appeals process is ongoing. This means Greenwich College Pty Ltd does not notify the Department of Home Affairs (DHA) of any change to the student's enrolment status through the Provider Registration and International Student Management System (PRISMS) on unsatisfactory course progress or attendance until the student has accessed the internal and external complaints and appeals process, and the decision or recommendation does not accept the student's appeal reasons. This does not necessarily mean that a student will remain in class. However, students will only be removed from class in extreme cases where issues of personal safety and well-being are of concern, such as in cases of discrimination or harassment.

Overseas student's unsatisfactory course progress or attendance will be reported in PRISMS only after:

- The internal and external complaints processes have been completed and the breach has been upheld;
- The student has chosen not to access the internal complaints and appeals process within the 20 working days period;
- The student has chosen not to access the external complaints and appeals; or
- The student withdraws from the internal or external appeals process, by notifying Greenwich College Pty Ltd in writing.

## **2.7. Record Keeping**

Greenwich College Pty Ltd will maintain a record of all complaints and appeals and their outcomes on the Complaints and Appeals Register. Greenwich College Pty Ltd will keep records of all formal appeals and their outcomes on the student management system. All such records will be treated as confidential.

## **2.8. Continuous Improvement**

Greenwich College Pty Ltd actively explores and identifies potential causes of complaints and appeals and takes appropriate corrective action to eliminate or mitigate the likelihood of recurrence via its Policy and Procedure on Continuous Improvement.

## 3. Reference and Supporting Information

### 3.1. Supporting Documentation

Document name	Document type	Location
ASQA Standards for RTO's 2025	Regulatory Standards	External
The Education Services for Overseas Students (ESOS) Act 2000	Legislation	External
The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018	Regulatory Standards	External
National Vocational Education and Training Regulator Act 2011	Legislation	External
Student Complaints and Appeals Register	Register	Internal

### 3.2. Change History

Version	Approval date	Department Approved by	Change
v1.0	23 March 2016	Executive General Manager - Group Quality, Accreditation & Compliance General Manager Academic Manager	Student Complaints and Appeals Policy created
v1.1	1 January 2018		Annual review
v1.2	5 April 2023		
v1.3	1 September 2022		
v1.4	5 April 2023		
v1.5	10 October 2023		
V2.0	1 July 2025	Group Quality, Accreditation & Compliance General Manager National Academic Manager	Update Group Logo, Greenwich headers and footers, and align to Standards RTO 2025.