

## Hawthorn-Melbourne Complaints and Appeals Procedure

If you are not satisfied with any of the following

- A decision by Hawthorn-Melbourne that affects you,
- A service (teaching or support), or
- A facility at Hawthorn-Melbourne

you are asked to notify the appropriate person at the centre.

Title	Name	Room No.	Email address
Principal	Maxine Sahhar		<a href="mailto:M.Sahhar@hawthornenglish.vic.edu.au">M.Sahhar@hawthornenglish.vic.edu.au</a>
Director of Studies	Mr. Nick Philippou	1127	<a href="mailto:n.philippou@hawthornenglish.vic.edu.au">n.philippou@hawthornenglish.vic.edu.au</a>
Student Services Manager o Accommodation o Airport Reception o IT o Library o SCOPE o Further Studies Advice o Counselling	Ms. Elise Fraser	1413	<a href="mailto:e.fraser@hawthornenglish.vic.edu.au">e.fraser@hawthornenglish.vic.edu.au</a>
Manager – Admissions	Ms. Ann Simons	1523	<a href="mailto:a.simons@hawthornenglish.vic.edu.au">a.simons@hawthornenglish.vic.edu.au</a>
Business Development Manager o Educational Agents	Mr. Louis Booth	1107	<a href="mailto:l.booth@hawthornenglish.vic.edu.au">l.booth@hawthornenglish.vic.edu.au</a>
IELTS Testing Centre	Mr. Michael Lee	1259	<a href="mailto:m.lee@hawthornenglish.vic.edu.au">m.lee@hawthornenglish.vic.edu.au</a>

You may be accompanied and assisted by a support person at any relevant meetings if you wish.

If you are not satisfied with the response you receive, you should put your concern in writing to:

Maxine Sahhar, Principal  
Hawthorn-Melbourne  
442 Auburn Rd  
Hawthorn VIC 3122

**Each complaint will be treated in confidence and with respect. An appointment will be made for you to meet the Principal.** If you wish to lodge an external appeal or complain about this decision, you can contact the **Overseas Students Ombudsman**. The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider. See the Overseas Students Ombudsman website [www.oso.gov.au](http://www.oso.gov.au) or phone 1300 362 072 for more information. For matters of appeal that are unable to be assessed by the Overseas Students Ombudsman, Hawthorn-English agrees to advise the student of an appropriate independent person or organisation to assist in finding a resolution to the complaint.

The Overseas Students Ombudsman **cannot investigate complaints** from overseas students who are not on a student visa (e.g. students studying on a visitor, working holiday or temporary business visa).

**While this process is taking place, you will remain enrolled as a student of Hawthorn-Melbourne.**