Complaints and Appeals

Hawthorn-Melbourne is committed to managing complaints and appeals that:

- Give students a voice
- Negotiate realistic outcomes
- Solve student problems where possible
- Lead to improvements in our service

Our principles include:

Equality  Fairness  Openness  Respect  Confidentiality  Timeliness

Your Options

There are three options for Hawthorn-Melbourne students with a problem or complaint, or who want to appeal a decision we make:

1. Informal Discussion

If you have a problem or complaint, please talk with one of our staff. We will do our best to help you and fix the situation. You can come with a support person (someone to help you).

2. Internal Appeal

If you are not happy after an Informal Discussion, or you want to appeal a decision that Hawthorn-Melbourne has made, you can make an Internal Appeal:

- Talk with a Hawthorn-Melbourne manager and write down your complaint or appeal.
- You can come with a support person (someone to help you).
- We will respond to you within 10 working days, and do our best to fix the situation quickly.
- Our response will tell you the result of the Internal Appeal, and the reasons for our decision.
- If you make an Internal Appeal about a Hawthorn-Melbourne decision to report you for deferral, suspension or cancellation of enrolment, Hawthorn-Melbourne will not report you until the Internal Appeal is complete.

3. External Appeal

If you are not happy after an Internal Appeal, you can make an External Appeal:

If you have a Student Visa, contact:

**Overseas Students Ombudsman**  
**Email:** ombudsman@ombudsman.gov.au  
**Telephone:** 1300 362 072  

If you do not have a Student Visa:

For matters of appeal that are unable to be assessed by the Overseas Student Ombudsman, Hawthorn-Melbourne agrees to advise the student of an appropriate independent person or organisation to assist in finding a solution to the complaint.
An *External Appeal* usually happens like this:

- **You**
  - Write to the *Overseas Student Ombudsman.*
  - Tell Hawthorn-Melbourne that you are making an External Appeal

- **OSO**
  - Receives your *External Appeal*
  - Contacts Hawthorn-Melbourne and asks for a response

- **Hawthorn-Melbourne**
  - Responds to the *External Appeal*

- **OSO**
  - May ask you for more information
  - Sends you and Hawthorn-Melbourne a written *External Appeal* outcome

- **Hawthorn-Melbourne**
  - Follows the written *External Appeal* outcome
  - Confirms any actions with you

If you make an *External Appeal* about our decision to report you to the Department of Home Affairs for unsatisfactory attendance, unsatisfactory course progress or disciplinary reasons, Hawthorn-Melbourne will not report you until the *External Appeal* is complete.

**Important Contacts**

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.

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**Director of Studies General Program**

Tupur Chakrabarty  
t.chakrabarty@hawthornenglish.vic.edu.au  
ROOM: 1127

**Senior Teacher**

Robert Smeaton, Senior Teacher  
r.smeaton@hawthornenglish.vic.edu.au  
ROOM: 1121  
Class Placement, Course Progress, Attendance

**Admissions**

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ROOM: 1523

**Student Services**

Elise Fraser, Manager Student Services  
e.fraser@hawthornenglish.vic.edu.au  
ROOM: 1413  
Accommodation, Airport Reception, I.T, Library, SCOPE & Counselling

**Marketing**

Kylie Wills, Assistant Marketing Manager  
k.wills@hawthornenglish.vic.edu.au  
ROOM: 1107  
Educational Agents

**Further Studies**

Kathi dePrada, Further Studies Advisor  
k.deprada@hawthornenglish.vic.edu.au  
ROOM: 1415
If you are not satisfied with the response you receive, you should put your concern in writing to:

The Principal,
Nicholas Kirk, 442 Auburn Rd, Hawthorn VIC 3122
Email: n.kirk@hawthornenglish.vic.edu.au

Each complaint will be treated in confidence and with respect. An appointment will be made for you to meet the Principal. Following your meeting with the Principal, if you are dissatisfied with the decision, you may decide to lodge an external appeal.

If you wish to lodge an external appeal or complaint 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 or phone 1300 362 072 for more information.

For matters of appeal that are unable to be assessed by the Overseas Students Ombudsman, Hawthorn-Melbourne 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.

**More Options**

You can also contact these organisations if you have a complaint:

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<tr>
<th><strong>Tertiary Education Quality and Standards Agency</strong></th>
<th><strong>Consumer Affairs Victoria</strong></th>
<th><strong>Australian Competition &amp; Consumer Commission</strong></th>
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<tbody>
<tr>
<td>GPO Box 1672, Melbourne, VIC, 3001</td>
<td>T: 1300 55 81 81</td>
<td>Level 17, Casselden 2 Lonsdale Street,</td>
</tr>
<tr>
<td>E: <a href="mailto:complaints@teqsa.gov.au">complaints@teqsa.gov.au</a></td>
<td></td>
<td>T: 1300 302 502</td>
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</tbody>
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