

Complaints and Appeals – Process for Overseas Students

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

Hawthorn-Melbourne has a process to address complaints and appeals, as detailed in the [Complaints and Appeals Policy and Procedure](#). You can follow this process if You are not satisfied with:

- a decision by Hawthorn-Melbourne that affects You;
- a service (teaching or support);
- a facility at Hawthorn-Melbourne;
- a registered Hawthorn-Melbourne education agent or,
- any Hawthorn-Melbourne related parties providing a service.

Step 1:

Informal Discussion

If You are not satisfied with one of the above, You can contact a Hawthorn-Melbourne staff member (in person or by email). Every effort will be made to assist You and resolve the situation. You can come with a support person (someone to help You) if necessary.

Step 2:

(a) Internal Complaints

Complaints can be submitted as follows:

1. Fill out the [Complaints Form](#) available online or collect the form from Reception.
2. Submit the form in hard copy, or by email to ComplaintsandAppeals@hawthornenglish.vic.edu.au
3. A written outcome will be provided to You within 10 working days of Hawthorn-Melbourne receiving Your complaint and will include the reasons for the outcome.
4. If You are not satisfied with the outcome provided to you by Hawthorn-Melbourne, You can submit an Internal Appeal.

(b) Internal Appeals

You can appeal for reasons like dissatisfaction with a complaint outcome, course progress issues, attendance, fee payment, or behaviour. You have up to 20 working days to submit an internal appeal as follows:

1. Fill out the [Appeals form](#) available online or collect the form from Reception.
2. Submit the form in hard copy, or by email to ComplaintsandAppeals@hawthornenglish.vic.edu.au
3. A written outcome will be provided to You within 10 working days of Hawthorn-Melbourne receiving Your appeal and will include the reasons for the outcome.
4. 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.
5. If You are not satisfied with the outcome provided to You by Hawthorn-Melbourne, You can submit an External Appeal to an independent body.

Step 3: External Appeal.

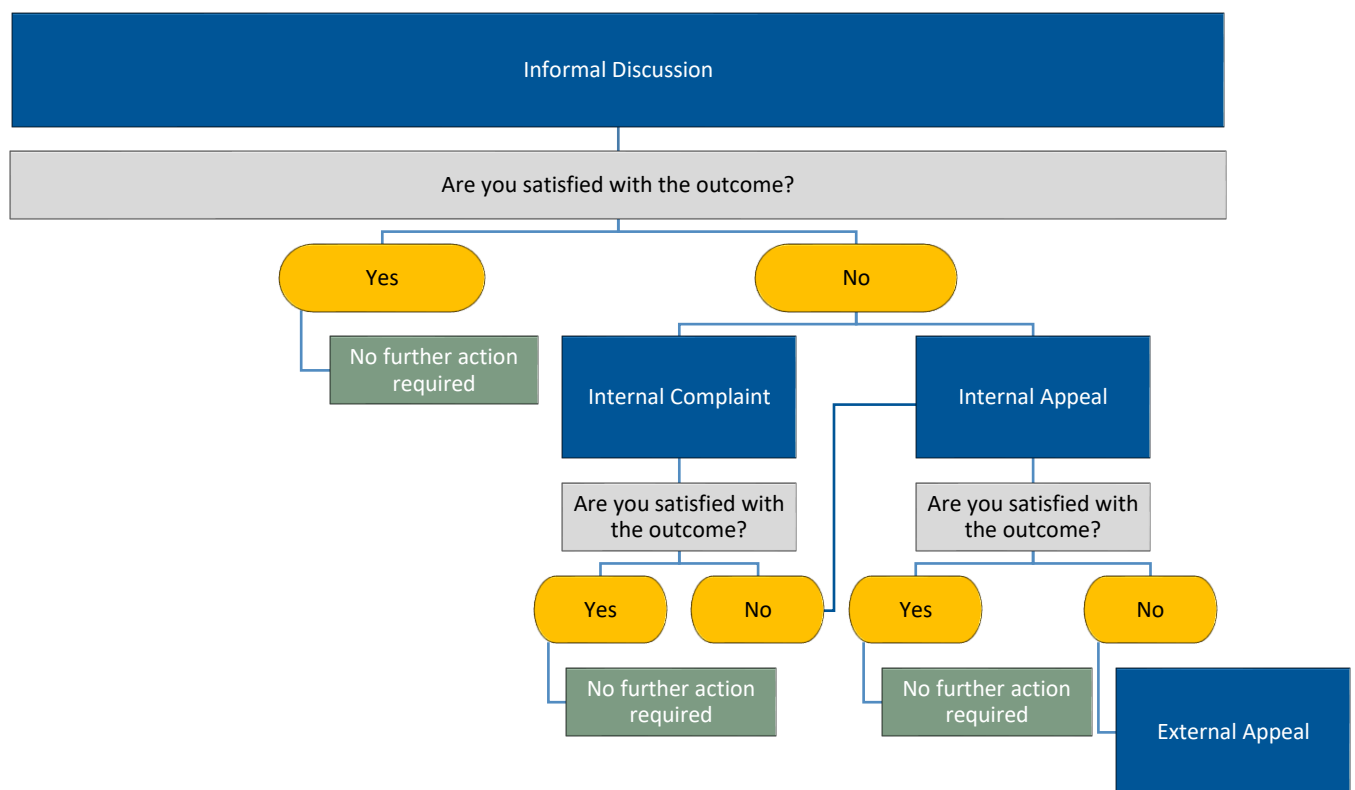
If You are not happy with the outcome of the *Internal Appeal*, You can make an *External Appeal*. For those on student visas, this is handled through the National Student Ombudsman and is free of charge <https://nso.gov.au> or, you can call 1300 395 775. You should let Hawthorn-Melbourne know if you are choosing to submit an external appeal.

If you make an *External Appeal* about the 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.

For matters of appeal that are unable to be assessed by the National Student Ombudsman, Hawthorn-Melbourne agrees to advise You of an appropriate independent person or organisation to assist You in finding a resolution to Your complaint.

More information on Complaints and Appeals can be found at:

[Hawthorn-Melbourne Complaints and Appeals Process for Overseas Students](#)



Important Contacts

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| Director of Studies – General Programs Rodney Louw r.louw@hawthornenglish.vic.edu.au | Director of Studies - UMELBP Prep & UMELBP Tupur Chakrabarty t.chakrabarty@hawthornenglish.vic.edu.au |
| Admissions Manager Anne Simons a.simons@hawthornenglish.vic.edu.au | Student Services Manager Robert Smeaton r.smeaton@hawthornenglish.vic.edu.au |
| Marketing / Business Development Manager Alberto De Freitas a.freitas@hawthornenglish.vic.edu.au | Principal Nicholas Kirk n.kirk@hawthornenglish.vic.edu.au |

External Appeal

If you have a Student Visa, contact:

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| National Student Ombudsman https://nso.gov.au 1300 395 775 |
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If you do not have a Student Visa:

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| For matters of appeal that are unable to be assessed by the National 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. |
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Other options

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

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| Tertiary Education Quality and Standards Agency GPO Box 1672, Melbourne, VIC, 3001 1300 739 585 complaints@teqsa.gov.au www.teqsa.gov.au | Consumer Affairs Victoria T: 1300 55 81 81 www.consumer.vic.gov.au | Australian Competition and Consumer Commission Level 17, Casselden 2 Lonsdale Street, Melbourne Vic 3000 1300 302 502 www.accc.gov.au |
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