

## Complaints and Appeals

Internal and external process for overseas students

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



Our principles include:



### 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*:

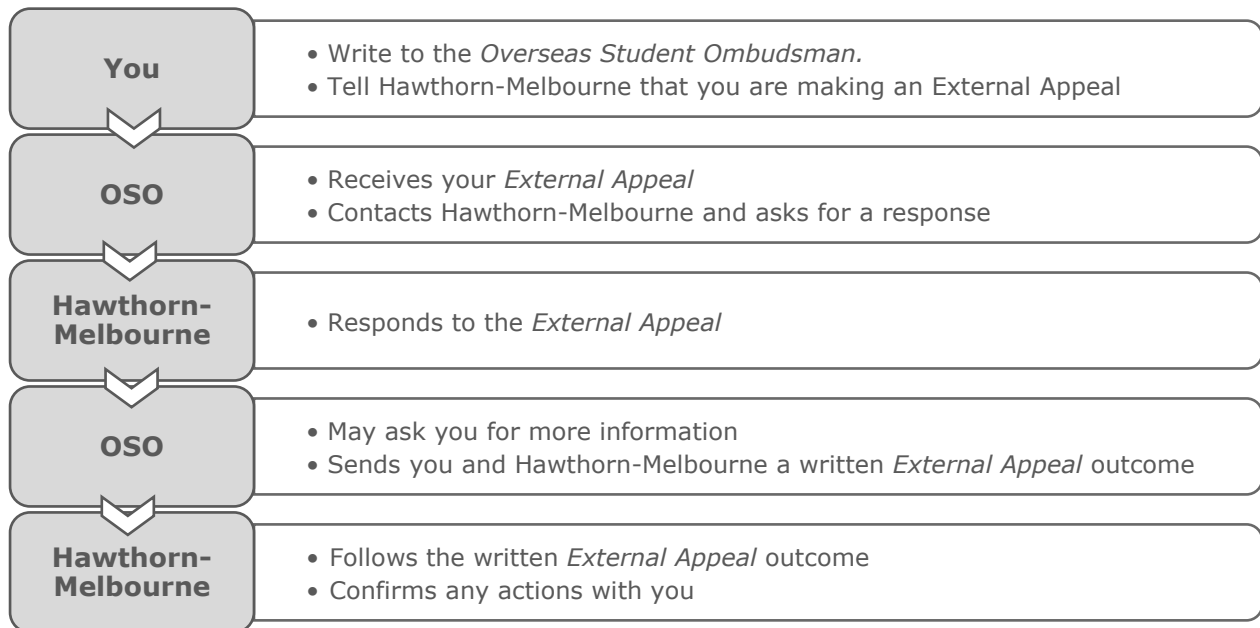
If you have a Student Visa, contact:

**Overseas Students Ombudsman**  
**Email:** [ombudsman@ombudsman.gov.au](mailto:ombudsman@ombudsman.gov.au)  
**Telephone:** 1300 362 072  
**Web:** [Ombudsman.gov.au](http://Ombudsman.gov.au)

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:



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 Hawthorn-Melbourne.

<p><b>Director of Studies</b> Tupur Chakrabarty t.chakrabarty@hawthornenglish.vic.edu.au</p>	<p><b>Senior Teacher</b> Robert Smeaton, Senior Teacher r.smeaton@hawthornenglish.vic.edu.au <b>Class Placement, Course Progress, Attendance</b></p>
<p><b>Admissions</b> Anne Simons, Admissions Manager a.simons@hawthornenglish.vic.edu.au</p>	<p><b>Student Services</b> Jim Morrison, Student Services Coordinator j.morrison@hawthornenglish.vic.edu.au <b>Accommodation, Airport Reception, I.T, Library, SCOPE &amp; Counselling</b></p>
<p><b>Marketing</b> Kylie Wills, Assistant Marketing Manager k.wills@hawthornenglish.vic.edu.au <b>Educational Agents</b></p>	<p><b>Coordinator UMELBP Prep &amp; UMELBP</b> Elena Bogdaeva e.bogdaeva@hawthornenglish.vic.edu.au</p>

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](mailto: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 [Ombudsman.gov.au](http://Ombudsman.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:

#### **Tertiary Education Quality and Standards Agency**

GPO Box 1672,  
Melbourne, VIC, 3001

T: 1300 739 585  
E: [complaints@teqsa.gov.au](mailto:complaints@teqsa.gov.au)  
W: [www.teqsa.gov.au](http://www.teqsa.gov.au)

#### **Consumer Affairs Victoria**

T: 1300 55 81 81  
W: [www.consumer.vic.gov.au](http://www.consumer.vic.gov.au)

#### **Australian Competition & Consumer Commission**

Level 17, Casselden  
2 Lonsdale Street,  
Melbourne Vic 3000

T: 1300 302 502  
W: [www.accc.gov.au](http://www.accc.gov.au)

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