

Pathways Student Complaint and Appeals Procedure

RMIT Training is committed to resolving complaints as quickly and fairly as possible and at no cost to the student. A student may bring another person to any meeting as support.

A written record will be kept on the student's file of any complaint, notes of meetings held and any decisions made.

This record is confidential. A student may make a request to student services to see this record.

Students can access the internal and external complaints and appeals procedure at minimal or no cost.

Complaints procedure

If you have a problem:

1. Talk to, or write a simple letter, to your class teacher.
2. If the teacher cannot help, talk to a member of the Student Services team.

Appeals procedure – internal

1. If the Student Services team cannot resolve the issue, make a complaint in writing to the Director, REW Melbourne Language Centre or Foundation Studies Director.
2. The Director will make an appointment to discuss the matter with you within 10 days.
3. The Director may invite other staff members to attend the meeting, as appropriate.
4. As soon as practicable after the meeting, the Director will send you a letter giving details of the resolution or the decision and reasons for the decision.

Remember, you may be supported at any meeting by a person of your choice and your enrolment will be maintained while the appeal is conducted. This may mean that you can continue to attend class or arrangements may be made to ensure that you are not disadvantaged in achieving your study goals.

Appeals procedure – external

1. If you are not satisfied with the outcome of the complaint handling process **or**
2. You believe that RMIT Training has not responded in a reasonable time you can take the complaint to the Overseas Student Ombudsman. Students should put their case in writing to the Ombudsman. The process is available at minimal or no cost to the students: <http://www.ombudsman.gov.au/about/overseas-student-ombudsman-landing-page>. The Ombudsman will seek to determine whether a student has been treated reasonably and may recommend remedial action if that is appropriate.

Note: This procedure applies to complaints regarding services, assessment and disciplinary matters for students enrolled at RMIT English Worldwide (REW) and Foundation Studies, and to attendance complaints for students at REW. Foundation Studies attendance appeal procedure can be found here: <http://www1.rmit.edu.au/browse;ID=xsene3p3hblt>.

Students who have issues regarding admission to the university and university courses should access the RMIT University policies on the RMIT website. Enter 'complaints' in the search box in the Current Students page.