

Pathways student complaints resolution process

Step 1 – Concern

If you have a concern, you should speak with or write an email to your teacher or Student Services. We will do our best to help you fix the situation.

Student Services email addresses: Academic English: rewstudent.services@rmit.edu.au or Foundation Studies: foundationstudies@rmit.edu.au

Step 2 – Formal complaint

If you're not happy with the result after discussing your concern with your teacher or Student Services, you can make a formal complaint.

1. Write the details of your complaint on the RMIT Training Student Complaint Form (available from Student Services) and drop it off or email it to Student Services. If you need help to complete the form, Student Services can assist you.
2. Your complaint form will be given to a manager who will review your situation and do their best to fix the problem.
3. We will contact you within 10 days about your situation. We may invite you to speak to the manager. You may bring someone with you to the meeting if you need support.
4. We will send an email to your student email account with the outcome of your complaint. This email will also include the reasons for any decisions.

Step 3 – Internal review

If you're not happy with the outcome of your formal complaint, you can ask for an internal review, but only if:

- There has been a mistake in the process
- You have new information or evidence about your situation
- You have a good reason to believe the outcome was not acceptable

Internal review process:

1. Write down the reason why you believe there should be an internal review on the RMIT Training Student Complaint Internal Review form (available from Student Services).
2. The form will be given to the Director, Pathways who will review your situation.
3. You may be invited to meet with the Director, Pathways. You may bring a support person to the meeting.
4. The Director, Pathways will make a decision about your situation and will send an email to your student email account with the outcome.

Step 4 – External review

If you are not happy with the decision of the internal review, you can request an external review. If you are on a student visa, you can:

- Submit a complaint to the Overseas Student Ombudsman
- Tell Student Services that you are making an external appeal.
- The Overseas Student Ombudsman will investigate your situation and will send you and RMIT Training a written outcome of the appeal.

If you are not on a student visa, you can:

- Contact Student Services who will assist you in finding the appropriate organisation who can help you.

You can view the official Pathways Student Complaints Resolution Process [here](#).