

# INTENSIVE ENGLISH LANGUAGE INSTITUTE

ADELAIDE ♦ SOUTH AUSTRALIA



## COMPLAINTS RESOLUTION AND APPEALS POLICY

We hope that all students will be happy with the program and services at IELI. If you have a question or problem, IELI believes that good communication is very important.

### Making a complaint

Following the steps below will help you communicate any concerns you have with IELI. You are welcome to bring a support person and/or translator to help you at any point in this process.

#### **Step 1: Informal Communication**

In most situations, the issue can be resolved by discussing it informally. If we cannot meet your request, we will explain the procedures and policies which apply.

If you have a question or concern about something in class, including but not limited to, issues with the teachers, course content, other students, or assessments, you should talk to your teacher first. If you are not comfortable discussing the situation with your teacher or if you are not satisfied with the outcome of this discussion, you should speak to the campus Director of Studies.

If you have a question or concern about homestay, you should talk to the Homestay Coordinator.

For all other issues or if you are unsatisfied with the outcome, you should make an appointment with the IELI Director to discuss the issue further.

#### **Step 2: Formal Complaints Process**

You can use the Formal Complaints Process if you are not happy with IELI's decision:-

- You should write an email explaining what the problem is and what you want IELI to do. You should also include any documents which help explain your side of the problem. You should submit this to the IELI Director at [ieli@flinders.edu.au](mailto:ieli@flinders.edu.au).
- The Director will study the problem carefully and provide a written decision or response to ~~the~~ your complaint.

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### Appeals process

Students can make an internal appeal of any of IELI's decisions. Requests for appeal must be made in writing to the IELI Director at [ieli@flinders.edu.au](mailto:ieli@flinders.edu.au) within 20 days of a decision being made.

If students are not satisfied with the outcome of an internal appeal, they have the right to make an external appeal within 20 days. Students can make external appeals to:

The Office of the Training Advocate

131 Grenfell St, Level 5

Phone: 1800 006 488

Email: [trainingadvocate@sa.gov.au](mailto:trainingadvocate@sa.gov.au)

During any appeals process, students should continue attending classes.

The right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies.

You also have the right to report IELI to relevant authorities if you believe that they have broken regulations set out in the National Code 2007 or any consumer protection laws. You can make this report to Consumer & Business Services GPO Box 1719 Adelaide SA 5001, Tel: 131 882, under consumer protection laws.

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