

## 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. Your teacher will try to address your concern.

If you are not comfortable speaking to your teacher or are not satisfied with their response, you should make an appointment to speak to the campus Director of Studies. You can make an appointment at the front desk.

If you have a question or concern about your homestay, you should talk to your homestay family first. If you are not comfortable speaking to your homestay family or are not satisfied with their response, you should make an appointment to speak to the Homestay Coordinator. You can make an appointment at the front desk.

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

Students can use the Formal Complaints Process if they 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.

- For complaints relating to your enrolment, send your complaint the Admissions and Compliance Coordinator at [ieliadmissions@flinders.edu.au](mailto:ieliadmissions@flinders.edu.au).
- For complaints relating to academic issues or your class, send your complaint to the Director of Studies at [mark.bollinger@flinders.edu.au](mailto:mark.bollinger@flinders.edu.au) (for the Flinders campus) or [sjgigger@ieli.sa.edu.au](mailto:sjgigger@ieli.sa.edu.au) (for the city campus).
- For complaints relating to homestay, send your complaint to the Homestay Coordinator at [ielihomestay@flinders.edu.au](mailto:ielihomestay@flinders.edu.au).

The relevant person will study the problem carefully and provide a written decision or response to your complaint within 10 business days.

### **Internal Appeals Process**



P | +61 8 8201 5084  
W | [ieli.sa.edu.au](http://ieli.sa.edu.au)  
E | [ieli@flinders.edu.au](mailto:ieli@flinders.edu.au)

GPO Box 2100 Adelaide  
South Australia 5001

CRICOS Provider:  
Community for Global Communication, Inc  
Provider Code: 02916F  
ABN: 71 079 307 578

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 business days of a decision being made.

You should explain what the problem is, what you want IELI to do and why you are not satisfied with the original decision. You should also include any documents which help explain your side of the problem.

The IELI Director will consider the issue carefully and provide a written response within 10 business days.

### **External Appeals Process**

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)

\*Please note that during any appeals process, students should continue attending classes. If you are absent from class, this will impact your attendance.

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.