

CRICOS provider Code: 00012G

Holmesglenn Institute's Complaints and Appeals

Holmesglenn Institute provides its international students with a fair, inexpensive complaints and appeals process that includes access to an independent external body if necessary.

In the first instance student/s are encouraged to raise the matter with the Holmesglenn employee concerned. If the student/s does not wish to discuss the matter with the person concerned, then he or she should discuss the matter with the Manager, International Centre. If the matter is resolved informally, this is documented on the student file along with the resolution reached.

If a complaint or appeal cannot be resolved informally, Holmesglenn Institute requires a written record of the complaint/grievance.

1. Internal Complaints and Appeals process:

- a. Student/s wishing to access Holmesglenn Institute's Internal Complaints and Appeals process must lodge their complaint in writing using Form STU100.
- b. STU100 is available at the International Centre offices at each campus.

2. Resolution process and access to External Appeals process:

- a. International Student to be notified in writing within 10 working days of International Centre receiving STU100.
- b. Notification (LDIC8001) to include but not limited to:
 - i. Convening a meeting with the student and any other parties raised in the complaint
 - ii. Opportunity for each party to be accompanied and assisted by a support person
 - iii. Advice that measures will be taken to reach a resolution as soon as practicable
- c. The student is given a written statement of the outcome (LDIC8002), including any details of the reasons for the outcome and if the result is in favour of the student any decision and/or corrective and preventative action.
- d. LDIC8002 to also include but not limited to:
 - i. Advice to the student of his/her right to access an external appeals process
 - ii. Information on accessing the Ombudsman Victoria service – this is an independent impartial and free service www.ombudsman.vic.gov.au
 - iii. Notice that the student must notify Holmesglenn Institute within 5 working days if he/she will be accessing the external appeals process and a contact at the external appeals service

3. Student enrolment during the Complaints and Appeals process:

- a. Holmesglenn Institute will continue to maintain the student's enrolment throughout the internal appeals process for all types of complaints or appeals.
- b. In certain limited circumstances, Holmesglenn Institute will continue to maintain the student's enrolment until at least one external complaint and appeals process is complete. These cases are limited to a student's appeal against Holmesglenn Institute to report the student to DIAC for:
 - i. Unsatisfactory course progress or
 - ii. Unsatisfactory attendance
- c. In all other circumstances where Holmesglenn Institute decides to defer, suspend or cancel a student's enrolment, the Institute only needs to await the outcome of the internal appeals process supporting its decision before notifying DEST through PRISMS of any change to the student's enrolment. These cases could be but are not limited to deferment, suspension or cancellation of enrolment due to student misbehaviour, non-payment of tuition fees etc.
- d. In the case an external complaint and appeals outcome is in favour of the student, Holmesglenn Institute will implement any decision and/or corrective and preventive action as required.