

Complaints and Appeals Process Guide

For information on the International Student Program's (ISP) Complaints and Appeals Policy, please see the relevant International Student Terms, Conditions and Policies document under *Brochures and Forms* at www.study.vic.gov.au.

Parents, students and agents can make a complaint to the Victorian Ombudsman at any time. However, the Victorian Ombudsman may ask the applicant to first access the ISP complaints and appeals process before dealing with the matter.

Issue	First Step Attempt to resolve informally	Second Step Formal Complaint	Third Step Internal Appeal	Fourth Step External Appeal
Relating to the International Student Program	The complainant can raise the matter with IED staff over the phone on +61 3 9637 2990, or by writing to the Complaints Officer, International Education Division (IED), Level 1, 41 St Andrews Place, East Melbourne, Victoria 3002, Australia, or via email to isfinance@edumail.vic.gov.au . IED staff will try to resolve the matter informally.	If the complainant is not satisfied with IED's informal response, they can lodge a formal complaint to IED. IED prefers that complaints are lodged via email using IED's Complaint Form .	If the complainant is not satisfied with IED's response to the formal complaint, they can lodge a request for an internal appeal within 20 working days of receiving the complaint outcome letter. IED prefers that appeals are lodged via email using IED's Appeal Form .	If the appellant is not satisfied with IED's response to the appeal as detailed in the written outcome, the appellant can lodge an external appeal by making a complaint to the Victorian Ombudsman . Please note, in most cases the purpose of the external appeals process is to consider whether IED has followed its policies and procedures, rather than to make a decision in place of IED.
Relating to an International Education Division staff member	The complainant can raise the matter with IED staff over the phone on +61 3 9637 2990, or by writing to the Complaints Officer, International Education Division, Level 1, 41 St Andrews Place, East Melbourne, Victoria 3002, Australia, or via email to isfinance@edumail.vic.gov.au . IED staff will try to resolve the matter informally.	If the complainant is not satisfied with IED's informal response, they can lodge a formal complaint to IED. IED prefers that complaints are lodged via email using IED's Complaint Form .	If the complainant is not satisfied with IED's response to the formal complaint, they can lodge a request for an internal appeal within 20 working days of receiving the complaint outcome letter. IED prefers that appeals are lodged via email using IED's Appeal Form .	If the appellant is not satisfied with IED's response to the appeal as detailed in the written outcome, the appellant can lodge an external appeal by making a complaint to the Victorian Ombudsman . Please note, in most cases the purpose of the external appeals process is to consider whether IED has followed its policies and procedures, rather than to make a decision in place of IED.
Relating to the education services provided by the school	The complainant should attempt to resolve the matter with the school.	If the complainant is not satisfied with the school's informal response, they can lodge a formal complaint to IED. IED prefers that complaints are lodged via email using IED's Complaint Form .	If the complainant is not satisfied with IED's response to the formal complaint, they can lodge a request for an internal appeal within 20 working days of receiving the complaint outcome letter. IED prefers that appeals are lodged via email using IED's Appeal Form .	If the appellant is not satisfied with IED's response to the appeal as detailed in the written outcome, the appellant can lodge an external appeal by making a complaint to the Victorian Ombudsman . Please note, in most cases the purpose of the external appeals process is to consider whether IED has followed its policies and procedures, rather than to make a decision in place of IED.
Relating to a student, a teacher, or a school staff member	The complainant should attempt to resolve the matter with the school.	If the complainant is not satisfied with the school's informal response, they can lodge a formal complaint to IED. IED prefers that complaints are lodged via email using IED's Complaint Form .	If the complainant is not satisfied with IED's response to the formal complaint, they can lodge a request for an internal appeal within 20 working days of receiving the complaint outcome letter. IED prefers that appeals are lodged via email using IED's Appeal Form .	If the appellant is not satisfied with IED's response to the appeal as detailed in the written outcome, the appellant can lodge an external appeal by making a complaint to the Victorian Ombudsman . Please note, in most cases the purpose of the external appeals process is to consider whether IED has followed its policies and procedures, rather than to make a decision in place of IED.

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Relating to homestay accommodation	If the matter cannot be resolved with the homestay family, the complainant should contact the school directly to resolve the matter.	If the complainant is not satisfied with the school's informal response, they can lodge a formal complaint to IED. IED prefers that complaints are lodged via email using IED's Complaint Form .	If the complainant is not satisfied with IED's response to the formal complaint, they can lodge a request for an internal appeal within 20 working days . IED prefers that appeals are lodged via email using IED's Appeal Form .	If the appellant is not satisfied with IED's response to the appeal as detailed in the written outcome, the appellant can lodge an external appeal by making a complaint to the Victorian Ombudsman . Please note, in most cases the purpose of the external appeals process is to consider whether IED has followed its policies and procedures, rather than to make a decision in place of IED.
Relating to a refund decision	The complainant can discuss the decision with the IED refund officer over the phone on +61 3 9637 2990, or by emailing isfinance@edumail.vic.gov.au .	Not applicable, move to the third step.	The appellant can lodge a request for an internal appeal within 28 days of receiving a refund decision. IED prefers that appeals are lodged via email using IED's Appeal Form .	If the appellant is not satisfied with IED's response to the appeal as detailed in the written outcome, the appellant can lodge an external appeal by making a complaint to the Victorian Ombudsman . Please note, in most cases the purpose of the external appeals process is to consider whether IED has followed its policies and procedures, rather than to make a decision in place of IED.
Relating to a decision to deny a school transfer	The complainant can raise the matter with the IED school support officer over the phone on +61 3 9637 2990, or by emailing international.school.support@edumail.vic.gov.au .	Not applicable, move to the third step.	The appellant can lodge a request for an internal appeal within 20 working days of being denied a school transfer. IED prefers that appeals are lodged via email using IED's Appeal Form .	If the appellant is not satisfied with IED's response to the appeal as detailed in the written outcome, the appellant can lodge an external appeal by making a complaint to the Victorian Ombudsman . Please note, in most cases the purpose of the external appeals process is to consider whether IED has followed its policies and procedures, rather than to make a decision in place of IED.
Relating to a decision to deny a request for deferral	The complainant can raise the matter with the IED school support officer over the phone on +61 3 9637 2990, or by emailing international.school.support@edumail.vic.gov.au .	Not applicable, move to the third step.	The appellant can lodge a request for an internal appeal within 20 working days of being denied a deferral. IED prefers that appeals are lodged via email using IED's Appeal Form .	If the appellant is not satisfied with IED's response to the appeal as detailed in the written outcome, the appellant can lodge an external appeal by making a complaint to the Victorian Ombudsman . Please note, in most cases the purpose of the external appeals process is to consider whether IED has followed its policies and procedures, rather than to make a decision in place of IED.
Relating to a decision to issue a Notice of Intention to Expel and Report for non-payment of fees	The complainant can discuss the NOI with the IED finance officer over the phone on +61 3 9637 2990, or by emailing isfinance@edumail.vic.gov.au .	Not applicable, move to the third step.	The appellant can lodge a request for an internal appeal within 20 working days of receiving the Notice on Intention to Expel and Report. IED prefers that appeals are lodged via email using IED's Appeal Form .	If the appellant is not satisfied with IED's response to the appeal as detailed in the written outcome, the appellant can lodge an external appeal by making a complaint to the Victorian Ombudsman . Please note, in most cases the purpose of the external appeals process is to consider whether IED has followed its policies and procedures, rather than to make a decision in place of IED.

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Relating to a decision to issue a Notice of Intention (NOI) to Report and defer, suspend or cancel a student's enrolment due to misbehaviour.	The complainant can discuss the NOI with the IED school support officer over the phone on +61 3 9637 2990, or by emailing international.school.support@edumail.vic.gov.au .	Not applicable, move to the third step.	The appellant can lodge a request for an internal appeal within 20 working days of receiving the Notice on Intention to Report and Defer, Suspend or Cancel Enrolment. IED prefers that appeals are lodged via email using IED's Appeal Form .	If the appellant is not satisfied with IED's response to the appeal as detailed in the written outcome, the appellant can lodge an external appeal by making a complaint to the Victorian Ombudsman . Please note, in most cases the purpose of the external appeals process is to consider whether IED has followed its policies and procedures, rather than to make a decision in place of IED.
Relating to a decision to issue a Notice of Intention to Report and Defer, Suspend or Cancel Enrolment due to unsatisfactory course progress or attendance	The complainant can discuss the NOI with the IED school support officer over the phone on +61 3 9637 2990, or by emailing international.school.support@edumail.vic.gov.au .	Not applicable, move to the third step.	The appellant can lodge a request for an internal appeal within 20 working days of receiving the Notice on Intention to Report and Defer, Suspend or Cancel Enrolment. IED prefers that appeals are lodged via email using IED's Appeal Form .	If the appellant is not satisfied with IED's response to the appeal as detailed in the written outcome, the appellant can lodge an external appeal by making a complaint to the Victorian Ombudsman . Please note, in most cases the purpose of the external appeals process is to consider whether IED has followed its policies and procedures, rather than to make a decision in place of IED.
Relating to a DET-accredited education agent	The complainant should contact the agent directly to resolve the matter.	If the complainant is not satisfied with the agent's informal response, they can lodge a formal complaint to IED. IED prefers that complaints are lodged via email using IED's Complaint Form .	If the complainant is not satisfied with IED's response to the formal complaint, they can lodge a request for an internal appeal within 20 working days of receiving the complaint outcome letter. IED prefers that appeals are lodged via email using IED's Appeal Form .	If the appellant is not satisfied with IED's response to the appeal as detailed in the written outcome, the appellant can lodge an external appeal by making a complaint to the Victorian Ombudsman . Please note, in most cases the purpose of the external appeals process is to consider whether IED has followed its policies and procedures, rather than to make a decision in place of IED.
Relating to any third party that the Victorian Department of Education and Training engages to deliver the course or related services	If the matter cannot be resolved with the third party provider, the complainant should contact the school directly to resolve the matter.	If the complainant is not satisfied with the school's informal response, they can lodge a formal complaint to IED. IED prefers that complaints are lodged via email using IED's Complaint Form .	If the complainant is not satisfied with IED's response to the formal complaint, they can lodge a request for an internal appeal within 20 working days of receiving the complaint outcome letter. IED prefers that appeals are lodged via email using IED's Appeal Form .	If the appellant is not satisfied with IED's response to the appeal as detailed in the written outcome, the appellant can lodge an external appeal by making a complaint to the Victorian Ombudsman . Please note, in most cases the purpose of the external appeals process is to consider whether IED has followed its policies and procedures, rather than to make a decision in place of IED.
Relating to any other matter	The complainant can raise the matter with IED staff over the phone on +61 3 9637 2990, or by writing to the Complaints Officer, International Education Division, Level 1, 41 St Andrews Place, East Melbourne, Victoria 3002, Australia, or via email to isfinance@edumail.vic.gov.au . IED staff will try to resolve the matter informally.	If the complainant is not satisfied with IED's informal response, they can lodge a formal complaint to IED. IED prefers that complaints are lodged via email using IED's Complaint Form .	If the complainant is not satisfied with IED's response to the formal complaint, they can lodge a request for an internal appeal within 20 working days of receiving the complaint outcome letter. IED prefers that appeals are lodged via email using IED's Appeal Form .	If the appellant is not satisfied with IED's response to the appeal as detailed in the written outcome, the appellant can lodge an external appeal by making a complaint to the Victorian Ombudsman . Please note, in most cases the purpose of the external appeals process is to consider whether IED has followed its policies and procedures, rather than to make a decision in place of IED.