

Student Complaints and Appeals Process

The ELT centre provides appropriate support services for students who are studying English. In compliance with the NEAS Standard for Student support 2.4 and the National Code 2018 Standard 10, Milestones English Academy takes all complaints seriously and endeavours to deal with issues efficiently and fairly without any costs incurred to students. The Complaint and Appeals Procedures are guided by the following principles;

- All complaints will be dealt with in a consistent and fair manner,
- Each complaint will be handled in a professional and impartial manner,
- Students are encouraged to bring another person to meetings for support
- A student's enrolment must be maintained whilst a complaints or an appeal is in progress and the outcome has not been determined.

Complaints Procedure

Informal Complaint

- Students may raise any matters informally with their teacher or Academic Coordinator of concern relating to the Program, the quality of the teaching, student amenities, discrimination, sexual harassment and other issues that may arise.
- The outcome of any informal complaint will not be kept on the student file unless requested to do so by the student. If the matter has been raised informally by way of email; then, the email and any response thereto will be deleted unless otherwise requested by the student.
- If the informal complaint raises a matter of importance for MEA; then, the complaint and outcome will be documented, but, if possible, the name of the student will not be included in any documentation.

Formal Complaint

- If the complaint cannot be resolved informally; then, the student is encouraged to lodge a formal complaint using the Complaints and Appeals Form. The form can be accessed from the MEA website, reception or may be requested via email.
- Unless otherwise decided by the CEO, the Academic Manager will handle all formal complaints.
- The complaint resolution process will commence within 10 working days of the lodging of the formal complaint
- A maximum time of 20 working days from the complaint being lodged in writing will be allowed for the resolution unless all parties agree in writing

to extend this time at any stage in the complaints process students are entitled to have their own nominee included in the resolution process.

- The outcome of the complaints will be provided in written to the student and documented in the Complaints and Appeals folder and an electronic register will be maintained on the Student file.
- Where a complaint cannot be resolved through discussion and conciliation, we acknowledge the need for an Internal Appeals Process.

Appeals Procedure

Appeals Procedure - Internal

Appeals may arise from a number of sources including

- appeals against assessment,*
- appeals against discipline actions,*
- appeals against refund decisions,*
- appeals against deferment/suspension decision,*
- appeals against refusal to release decision,*
- appeals against education agent termination decision, and*
- appeals against decisions arising from complaints.*

- If the student feels that their problem is dealt with unsatisfactorily by their teacher or student services officer the issue will be escalated to the Academic Manager.
- A student initiates the appeals process by completing the complaints and appeals form. The complaints and appeals form is available at MEA website or on request from the reception.
- The Appeal must be lodged within 20 working days from the occurrence of the concern/complaint resolution failure.
- The resolution phase must commence within 10 working days of the appeal being lodged in writing.
- A maximum time of 20 working days from the appeal being lodged in writing will be allowed for the resolution unless all parties agree in writing to extend this time.
- The formal appeal process will be conducted by a panel of members (members independent to the matter in discussion) and chaired by the CEO and at no cost to the student.
- Depending on the nature of the complaints, other members of staff may be present at the discretion of the Academic Manager.
- After the meeting, the Academic Manager will send a letter to the student regarding the decision and the reasons surrounding the decision.
- The outcome of the complaints will be provided in written to the student and documented in the Complaints and Appeals folder and an electronic register will be maintained on the Student file
- Where an Internal Appeals process has failed to resolve the matter through discussion and conciliation, we acknowledge the need for an external appeals process.

Appeals Procedure - External

Students who feel unhappy with the resolution can write to the write to the Ombudsman. <http://www.oso.gov.au/contact-us/> this process should not incur any cost or minimal cost to the student.

COMPLAINTS PROCEDURE	
Q. What do I do if I am unhappy about the course I am studying?	A. Always speak to your teacher first. Our teachers are open to feedback and will do their best to help you.
Q. What do I do if I am unhappy about someone's behaviour or treatment of me?	A. Speak to the student services officer. He / she will direct you to the best person.
APPEALS PROCEDURE- INTERNAL	
Q. What happens if I complain and I feel that my complaint is not treated satisfactorily?	<p>A. The issue will be escalated to the Academic Manager.</p> <p>A meeting will be scheduled with the Academic Manager which will take place within two weeks. You may bring someone along for support. Depending on the nature of the complaint(s), other members of staff may be present at the meeting.</p> <p>After the meeting, the Academic Manager will send you a letter informing you of the decision and the reasons surrounding the decision.</p>
APPEALS PROCEDURE - EXTERNAL	
Q. What happens if I am unhappy with the decision?	<p>A. If you feel unhappy with the resolution you can write to the Ombudsman. http://www.oso.gov.au/contact-us/</p> <p>Often this process doesn't cost anything but if it does, it should be minimal.</p>

Complaints and Appeals Policy

