



## Policy

CSF believes that a student, who has a complaint or appeal, has the right to raise the complaint or appeal and expect that every effort will be made to resolve it in accordance with this policy, without prejudice or fear of reprisal or victimisation.

The student has the right to present the complaint or appeal formally and in writing.

CSF will manage all complaints and appeals fairly, equitably and efficiently as possible. CSF will encourage the parties to approach the complaint or appeal with an open mind and to resolve problems through discussion and conciliation. Where a complaint or appeal cannot be resolved through discussion and conciliation, CSF acknowledges the need for an appropriate external and independent person to mediate between the parties. The parties will be given the opportunity to formally present their case to the independent person.

Confidentiality will be maintained throughout the process of making and resolving complaints. CSF seeks to protect the rights and privacy of all involved and to facilitate the return to a comfortable and productive learning environment.

A copy of this Policy is available to all students and staff via student portal and is available in the Student and Staff Handbook. The information will also contain details of external authorities that they may approach.

## Procedure

### Complaint

Should a student have a complaint, the following steps are to be followed:

1. Student should discuss the issue / complaint with the person involved to try and resolve it verbally.
2. If no resolution is reached, the student should discuss the issue / complaint with his / her trainer to see if it can be resolved.
3. If still no resolution the student should put the following information relating to the complaint or appeal in writing:
  - Fill out the complaint form and attach any relevant documentation. (form available at CSF website)
  - Submit the form to Student Services via email to: [info@csf.edu.au](mailto:info@csf.edu.au)
  - CSF will address the issue and every effort is made to finalise the complaint as soon as possible.
  - Once a decision is made the student will receive a written statement of the outcome to their student email.
  - If the student is not satisfied with the complaint outcome they can appeal the decision within 20 working days.
  - All records of any complaints will be kept in the student's file.

### Internal Appeal

Student is not satisfied with a decision or action taken by CSF may choose to lodge an internal appeal according to the following procedure:

- Fill out the appeal form and attach any relevant documentation. (available on CSF website)
- Submit the form to Student Services via email to: [info@csf.edu.au](mailto:info@csf.edu.au)

- CSF will discuss the Appeal with the student. If the action taken to solve the problem satisfies the student then no further action is required. A written outcome will be provided.
- If not satisfied with a decision of the CSF's internal appeal process, a student may choose to lodge an external appeal directly with the Overseas Student Ombudsman (OSO). (see below)
- CSF will maintain the student's enrolment while the appeals process is ongoing.
- Where the student's complaint/appeal has been supported by the external appeals process, CSF will immediately implement any decision and/or corrective and preventative action required and advises the student of the outcome.
- All records of any appeals will be kept in the student's file.

## External Appeals

To access an external appeals complaints & process you may wish to contact the [Overseas Students Ombudsman \(OSO\)](#)

- **Phone:** - 1300 362 072\* within Australia. Outside Australia call +61 2 6276 0111. Enquiries during Australian business hours 9am to 5pm Monday to Friday
- **Email:** - [ombudsman@ombudsman.gov.au](mailto:ombudsman@ombudsman.gov.au)
- **Fax:** - 02 6276 0123 within Australia. Outside Australia +61 2 6276 0123.
- **Postal:** - GPO Box 442 Canberra ACT 2601
- **Website:** - [www.oso.gov.au](http://www.oso.gov.au)

**PLEASE NOTE:** Where an independent person (Overseas Student Ombudsman) has been engaged he/she will be required to submit a written report to the Managing Director of the College of Sports & Fitness indicating decisions made and reasons for the decisions.

As soon as a final decision has been made via the external appeals process, the Managing Director of CSF will advise the student of the outcome. Whatever the outcome may be the College of Sports & Fitness will immediately implement any decisions and/or corrective and preventative actions required and inform you of the action being implemented.

## Related Documents

- CSF Complaint Form (available on the CSF Website)
- CSF Appeal Form (available on the CSF Website)

## Relates to:

This policy supports Standard 6 – Standard for RTOs 2015

This policy supports 'Standard 8 – Complaints and Appeals' of the 'National Code of Practice for Registration Authorities & Providers of Education & Training to Overseas Students 2007'.