

Pathways Student Complaint and Appeals Procedure

RMIT Training is committed to resolving complaints as quickly and as fairly as possible and at no cost to the student. A student may bring another person to any meeting as support.

Students can also access the internal and external complaints and appeals procedure at minimal or no cost.

Your enrolment will be maintained while the complaints or appeals procedure is conducted. This may mean that you can continue to attend class or arrangements may be made to ensure that you are not disadvantaged in achieving your study goals.

A written record will be kept on the student's file of any complaint, notes of meetings held and any decisions made. This record is confidential and handled in accordance with RMIT policy. A student may make a request to Student Services to see this record.

Informal step

If you have a problem, you may either:

1. talk to, or write a simple letter, to your class teacher **or**
2. talk to a member of the Student Services team.

They will try to resolve the problem for you.

Complaints procedure

1. If they cannot resolve the problem, you can make a complaint in writing to the Deputy Director, REW Melbourne or Deputy Director, Foundation Studies.
2. The Deputy Director will make an appointment to discuss the matter with you within 10 days.
3. The Deputy Director may invite other staff members to attend the meeting, as appropriate.
4. As soon as practicable after the meeting, the Deputy Director will send you a letter giving details of the resolution or the decision and reasons for the decision.

Remember, you may be supported at any meeting by a person of your choice.

Appeals procedure – internal

If you are not satisfied with the outcome, you can appeal the outcome by writing to the Director, Pathways with a reason for the appeal. The reason can be any of the following:

1. There was an error in the process or outcome
2. New evidence has become available and would have been a significant factor in deciding the outcome of your complaint **or**
3. A compelling argument that the outcome is unreasonable.

The Director will consider your appeal and make a decision as soon as practicable. The Director may wish to meet and discuss this matter with you.

Appeals procedure – external

1. If you are not satisfied with the outcome of our complaints or appeals process **or**
2. You believe that RMIT Training has not responded in a reasonable time, you can take the complaint to the Overseas Student Ombudsman.

Students should put their case in writing to the Ombudsman. The process is available at minimal or no cost to the students: <http://www.ombudsman.gov.au/about/overseas-student-ombudsman-landing-page>. The Ombudsman will seek to determine whether a student has been treated reasonably and may recommend remedial action if that is appropriate.

Note: This procedure applies to student complaints including services, assessment and disciplinary matters for students enrolled at REW Melbourne and Foundation Studies, and to attendance complaints for students at REW.

Foundation Studies attendance appeal procedure can be found here: <http://www1.rmit.edu.au/browse;ID=xsene3p3hbt>.

Students who have issues regarding admission to the University and University courses should access the RMIT University policies on the RMIT website. Enter 'complaints' in the search box in the Current Students page.