

# Student Guide:

How to make a  
**complaint or appeal**  
a College decision.



UNSW  
College



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**This guide covers the following important information**

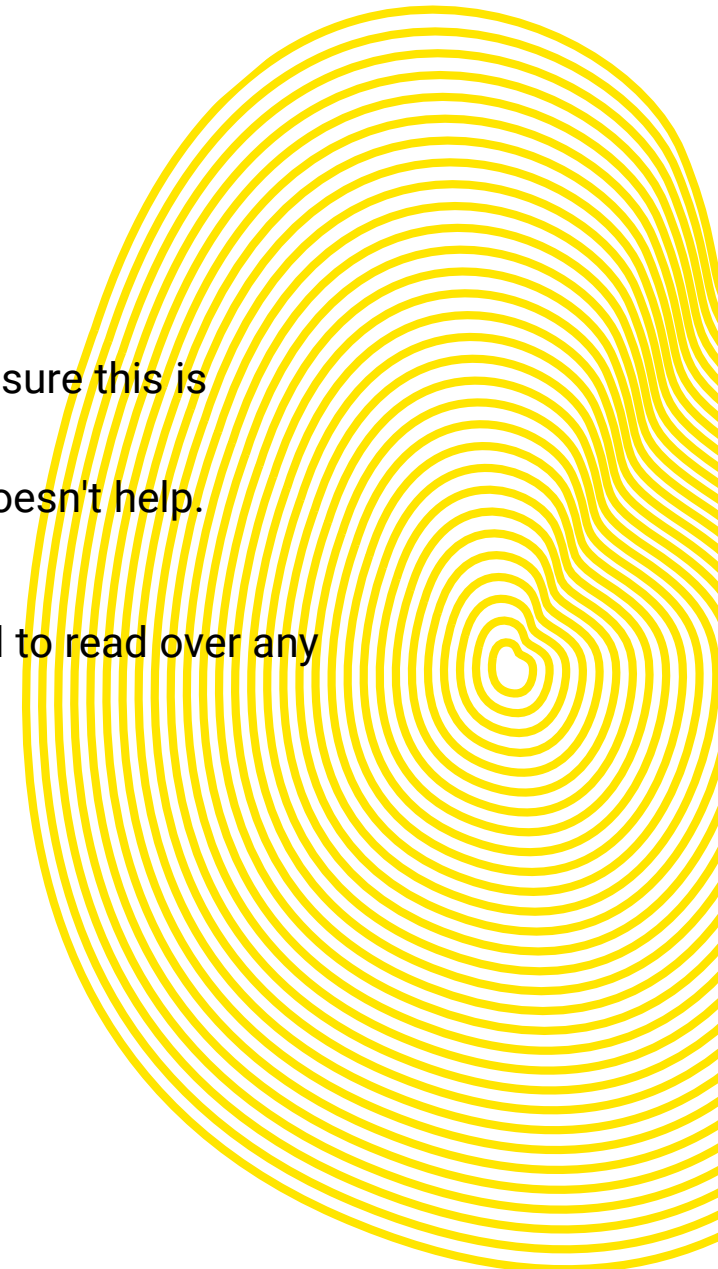
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# Some basic tips

## DO:

- ✓ If you are going to make a complaint, work out what you want to achieve and make sure this is proportionate to the situation.
- ✓ Be clear and realistic about what outcomes you are hoping for. Asking for 'justice' doesn't help.
- ✓ Think about the options and alternative ways to deal with a problem
- ✓ Be respectful. If you are very upset about something that has happened, ask a friend to read over any emails you want to send.
- ✓ Say how a decision has affected you and why it is unfair or unreasonable
- ✓ Support your complaint with references to College policy (if relevant)
- ✓ Provide supporting material to back up your complaint (if relevant).



# Some basic tips

## DON'T:

- ✓ Please don't use the complaints process to get back at someone, or just to whinge.
- ✓ Don't become personal in complaints. Focus on the issue, not the person who has made a decision you don't like.
- ✓ Don't send complaint emails when you are angry or very tired.
- ✓ Don't use emails or social media channels to release anger toward the College, or people in it. What you say in emails, letters or online about people in the College can be defamatory or if it is harassing or aggressive, can become grounds for a student misconduct complaint.
- ✓ Don't send emails to College CEO, newspapers, or the Prime Minister because you think this will get a quicker or positive outcome for you. Whilst it may attract attention, the College has a very thorough process for complaints and appeals which it follows methodically to ensure fair treatment for all students and staff.

# **If you have a complaint...**

If you have a student complaint about College classmates or staff members; if you feel you have been treated poorly.

Or if you have a complaint about College activities, services, actions or processes which may negatively impact you; changes to enrolment, classes or program stream.



For these types of **complaints** you should refer to the **Student Grievance and Complaints Policy and Procedure** at:

**<https://www.unswcollege.edu.au/about/policies>**

**If you want to  
appeal/or ask for a  
review of a decision  
that has been made  
by the College...**

If you are seeking a review of an academic or administrative decision made by the College.



In these cases you should refer to the **Student Review and Appeals Policy and Procedure** at:

**<https://www.unswcollege.edu.au/about/policies>**

**There are 4 Stages for  
raising and managing  
complaints and appeals  
at UNSW College.**



# Stage 1 is informal for both complaints or asking for a review of a College decision – let's first try to talk about it together.

We encourage you to talk with people directly involved in the matter that is concerning you, or you can ask a Student Wellbeing Adviser for some advice. Some examples to discuss in person are –

<b>Complaints:</b>
Late return of assessment results
Teacher quality feedback
Wrong information provided by staff
Wrong COE issued
Wrong attendance is recorded
Customer service feedback
Facilities / Wi-Fi complaints
Complaints about homestay providers or airport pick ups

<b>Reviews of a decision:</b>
Refusal to issue a release letter
Refusal to change stream
All unresolved informal complaints
Refusal of repeat request
Bullying and harassment
College cancellation of enrolment
Refusal to issue a refund
Refusal to allow leave of absence





# **Stage 2 – when your concern is not resolved by discussion, or is of a more serious nature.**

- 1. Submit a Student Complaint Form - this is located on the Current Student website / Forms page:**

<https://my.unswcollege.edu.au/forms/>

- 2. You may also email your complaint to**

[complaintsandconduct@unswcollege.edu.au](mailto:complaintsandconduct@unswcollege.edu.au)



# You submitted a Student Complaint Form - Now What?

**Your complaint or request for a review of a decision will be acknowledged within 5 business days.**

**The Case Manager reviewing the matter is independent and will not have been involved until this point.**

**Your submission will be treated seriously and will be investigated.**

**You will receive a decision outcome within 20 business days.**



If you believe there was an **error in the process** during your Stage 2 complaint handling, you have **20 business days** to submit a **Stage 2 Appeal form** against **this.**



# Submitting an Appeal against a Stage 2 decision (Complaint or Review of Decision)

After Stage 2, you can only make an appeal if it is based on lack of procedural fairness or the College has been inconsistent in applying its policies or procedures; You cannot appeal just because you do not agree with the final decision. **Use the Appeal Form - Stage 2 Formal Request for Reconsideration on the Current Student website at <https://my.unswcollege.edu.au/forms/> within 10 days of receiving the outcome.**

If the outcome favours you then UNSW College will take action to correct the situation in your favour.

You may submit a [Appeal Form - Stage 3](#) if you disagree with a college decision or outcome related to an academic or administrative decision.

**For example:**

- College Refusal to issue a release letter;
- College Refusal to change stream;
- College Refusal of repeat request;
- College Decision to cancel enrolment;
- College refusal to issue a refund;
- College refusal to allow leave of absence.



# Your Stage 3 Appeal - Next Steps

Your appeal will be reviewed by the Appeals Committee – this committee is separate from the Case Manager. They are an independent group – they will not have been involved in your issue until this point. You receive acknowledgement of your appeal **within 5 business days**.

**The Appeals Committee will investigate, interview, examine all evidence and aim to provide their decision outcome to you within 20 business days.**



# Stage 4 – you have tried all stages, and you now want an external review of the situation.

Here are some examples of complaints which require you to address the complaint in writing:

- incorrect issuing of intention to report
- refusal to issue a release letter
- refusal to change stream
- all unresolved informal Complaints
- refusal of repeat request
- bullying and harassment
- decision to cancel enrolment
- refusal to issue a refund
- refusal to allow leave of absence



# Stage 4: External Agencies

There are **different external agencies** who may advocate for you depending on the type of complaint you have.

You can take a complaint to a number of external agencies, including **the NSW Ombudsman, the Anti-Discrimination Board and the Australian Human Rights Commission.**





# Which External Agency should you consult?

To ensure you contact the correct external agency for your issue, please ask UNSW College **Student Support at Level 1, UNSW College L5 Building** to share the appropriate details and help to connect you. The external agency will have **an independent process** for you to follow.



# Stage 4: Important Enrolment Information

If you activate Stage 4 External intervention, **you must advise the Appeals committee within 20 business days.**

The Appeals Committee will **ensure that your enrollment is not interrupted or cancelled** until the entire process is completed and the outcome is finalised.



# Student Support.

If you need any help  
during your complaint  
or appeal

Our Student Support manager and team advocates for all students' wellbeing. They understand the process and can help to guide you. You can contact the team at:

[Student.support@unswcollege.edu.au](mailto:Student.support@unswcollege.edu.au)



# If you need legal advice:

**Kingsford Legal Centre is located on campus at UNSW and is open Monday to Friday from 9am to 4:30pm (closed for lunch between 1pm and 2pm) for clients to call and book an appointment.**

**You can contact the team on:  
[+61 2 9385 9566](tel:+61293859566).**



# If you need translation support:

We recommend that you select a translator who is accredited by the National Accreditation Authority for Translators and Interpreters (NAATI). The translator must be accredited as at least a 'professional translator'. A list of NAATI-accredited translators in Australia and some overseas locations is available at [www.naati.com.au](http://www.naati.com.au) or call **+61 2 9267 1357**





[Student.support@unswcollege.edu.au](mailto:Student.support@unswcollege.edu.au)



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