

Complaints and Appeals Flow Chart

Step 1

Discuss the issue with the concerned member of staff, trainer or student & solve the problem

Complaint resolved

Step 2

Complaint not resolved

Lodge a formal complaint by filling in the Complaints form. The complaint goes to the appropriate department

Complaint resolved

Step 3

Complaint not resolved

Lodge a formal appeal by filling in the appeal form. PEO will review, investigate and decide on the appeal.

Complaint resolved

Step 4

Complaint not resolved

Lodge an external appeal with the Overseas student Ombudsman www.oso.gov.au or phone 1300 362 072 for more information.

Step 5

Training master will inform the student about their external appeal outcome and take necessary steps within 10 working days and close the case.