

PATHWAYS – RMIT ENGLISH WORLDWIDE AND FOUNDATION STUDIES STUDENT COMPLAINT AND APPEALS PROCESS

RMIT Training is committed to resolving complaints as quickly and fairly as possible and at no cost to the student.

Scope

This process applies to complaints regarding services, assessment, attendance and disciplinary matters for students enrolled at RMIT English Worldwide and Foundation Studies.

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

Complaints process

1. If you have a complaint:
 - a. talk to, or write a simple letter, to your class teacher.
 - b. if the teacher cannot help, talk to a member of the Student Services team.
2. You may bring another person to any meeting as support.
3. A written record will be kept on your file of any complaint, notes of meetings held and any decisions made.
4. This record is confidential. However, you may make a request to Student Services to see this record.

Appeals process - internal

If the Student Services team cannot resolve your complaint, write to the Director, REW Melbourne or Director, Foundation Studies with your complaint and:

- a. the Director or their delegate will discuss your complaint with you within 10 days
- b. the Director or their delegate may invite other staff members to attend the meeting, as appropriate
- c. shortly after the meeting, the Director will send you a letter giving details of the resolution or the decision and reasons for the decision.

NOTE: Foundation Studies attendance appeals are to be submitted in writing to esos@rmit.edu.au

Remember, you may be supported at any meeting by a person of your choice. Your enrolment will be maintained while your complaint is being addressed. This means that, where appropriate, you can continue to attend class or alternative arrangements may be made to minimise any impact to your study.

Appeals process - external

1. If you are not satisfied with the outcome of the RMIT Training complaints and appeals processes
or
2. If you believe that RMIT Training has not responded in a reasonable time

You can take the complaint to the [Overseas Student Ombudsman](#). The process is available at no cost to you. You should put your complaint in writing to the Ombudsman, and the Ombudsman will try to determine whether you have been treated reasonably and may recommend remedial action if that is appropriate.