

FEEDBACK, COMPLAINTS AND APPEALS POLICY

St Albans Institute Pty Ltd T/A Hawk Institute

1. PURPOSE

Hawk Institute has implemented a documented complaint handling and appeals process and policy to provide the overseas student with comprehensive, free and easily accessible information about that process and policy.

The purpose of this policy is to ensure that learners at Hawk Institute have a fair complaints and appeals process that includes access to an independent external body. If necessary, Hawk Institute will make sure Complaints and Appeals processes are independent and easily accessible and inexpensive for the parties involved.

This Feedback, Complaints and Appeals Policy is designed to ensure that Hawk Institute responds effectively and efficiently to individual cases of dissatisfaction in accordance with the requirements of:

- Revised Standards for RTOs 2025
 - Quality Area 2: VET Student Support
 - Outcome Standard 2.7: Feedback, complaints and appeals
 - Outcome Standard 2.8: Appeals
- National Code of Practice for Providers of Education and Training to Overseas Students 2018 (referred as National Code 2018) Standard 10

This policy has been documented for overseas students to lodge a formal complaint or appeal if a matter cannot be resolved informally.

2. SCOPE

This policy applies to all enrolled and prospective overseas students at Hawk Institute, staff members of Hawk Institute, education agents of Hawk Institute and any other related party who wish to make or lodge complaints about matters which fall within the responsibility of the Hawk Institute.

The Student Support Officer is responsible for collecting and documenting student feedback and ensuring it is submitted to the Feedback, complaints and appeals register and if required in continuous improvement register for review as part of HAWK's ongoing quality assurance and compliance processes.

3. RESPONSIBILITY

The Chief/Principal Executive officer (CEO) Campus Manager, Training Manager is responsible for the implementation of this policy and procedures and ensuring that staff and students are made aware of its application and procedures.

HAWK is committed to managing and responding to any feedback, complaint, or appeal raised by students concerning their experiences with HAWK, including those involving HAWK's trainers, assessors, other staff, education agents, or any related party with whom HAWK has a formal agreement to deliver a student's VET course or related services.

(Note: HAWK currently does not have any arrangements with third parties for the delivery of courses to overseas students.)

HAWK has established processes for referring students to an independent person or external body to hear feedback complaints or appeals if they are not resolved through HAWK's internal processes. Where appropriate, HAWK will also refer students to an existing external body equipped to handle the nature of the complaint or appeal.

An internal appeals process (outlined in student handbook) is available on our website <https://www.hawkinstitute.edu.au> or reception including but not limited to assessment outcomes, course progress, misconduct decisions, or enrolment-related matters.

Note: HAWK will finalise the outcome as soon as practicable.

Hawk Institute will take all the complaints and appeals seriously and will resolve Complaints and Appeals quickly and equitably, using the principles of natural justice. The procedures for complaints and appeals will be fair, objective and accessible. Complaints and appeals will be recorded, acknowledged and dealt with fairly, efficiently and effectively.

Hawk Institute will identify potential causes of complaints, appeals, and takes appropriate corrective action to eliminate or mitigate the likelihood of recurrence.

Hawk Institute will manage and respond to allegations involving the conduct of:

- Hawk Institute, its trainers, assessors or other staff
- a third-party providing services on the RTO's behalf, its trainers, assessors or other staff (not applicable)
- a learner of Hawk Institute

Hawk Institute's Feedback, Complaints and Appeals policy:

- ensures that the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeals process are publicly available like website, student handbook and prospectuses.

4. DEFINITIONS

- Feedback** – constructive input provided by students, staff, or stakeholders about HAWK's services, training, or support, used for continuous improvement.
- Complainant** refers to a person who has lodged a complaint with Hawk Institute.
- Complaint** means a person's expression of dissatisfaction with any service provided by Hawk Institute, Hawk Institutes education agents or any related party that Hawk Institute has an arrangement with to deliver the overseas student's course or related services.
- Appeal** refers to the process where a student requests for the case to be reviewed if dissatisfied with a decision made by Hawk Institute.

5. PROCEDURES

Information About the Complaints and Appeals Process

Feedback can be submitted informally or formally. HAWK provides multiple opportunities to give feedback including surveys, student consultations, and feedback forms accessible through the survey monkey portal or directly from student services. All feedback is reviewed regularly to identify areas for improvement.

Applicants for enrolments are provided with necessary information about complaints and appeals process in pre-enrolment information like Hawk Institute's student handbook, written agreements, etc. Information on Feedback, Complaints and Appeals Policy is available online at Hawk Institute's website www.hawkinstitute.edu.au

Students will be provided with information about the complaints and appeals process during orientation.

The CEO will be responsible for ensuring that all the management staff, student services staff, marketing staff, trainers and assessors and students at Hawk Institute are aware of the Policies and Procedures for Feedback, Complaints and Appeals. Provision of information about the Hawk Institute's Complaints and Appeals Process is an important aspect of the induction process for new members of staff.

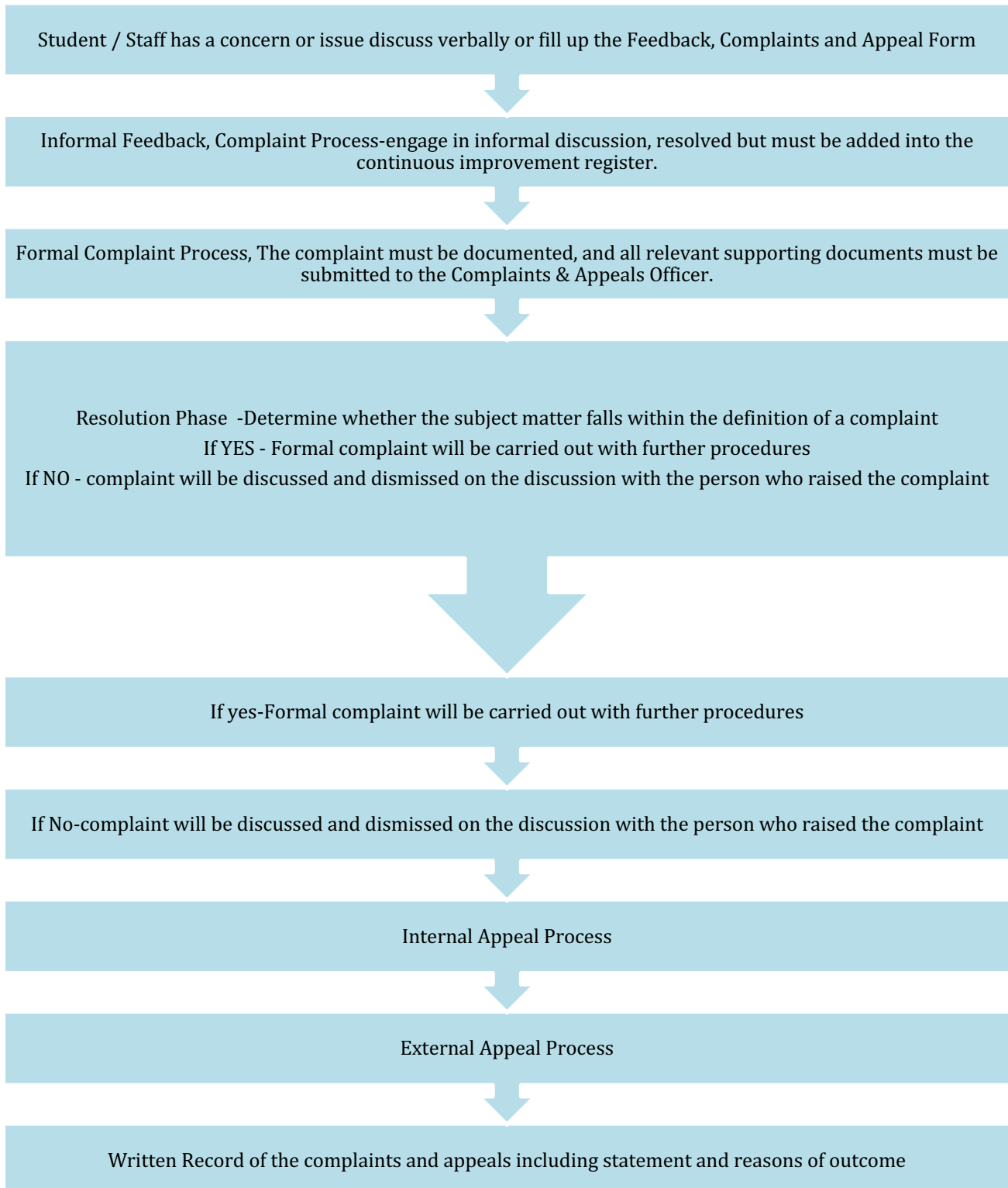
Feedback, Complaint and Appeal Procedure

HAWK maintains a Feedback, Complaints and Appeal Register and a Feedback Complaints and Appeals Form to ensure transparency, procedural fairness, and accurate record-keeping. Each record will include the following details:

- Submission date of the complaint or appeal
- Nature and category of the complaint or appeal (e.g. assessment, misconduct, enrolment decision)
- Date(s) of the event(s) or issue(s) leading to the complaint
- Any attachments or supporting evidence provided
- Actions taken and the resolution determined
- Date of resolution and closure
- Whether the matter was referred to an external or independent dispute resolution body, such as the OSO (Overseas Students Ombudsman)
- Method of communication with the complainant/appellant regarding the outcome
- Student's response to the outcome (accepted or not, intent to appeal externally)

Feedback, Complaints and Appeals Process Chart

The chart below outlines the informal and formal feedback, complaints and appeals process at HAWK. Informal feedback or complaints, when resolved through discussion, can lead to continuous improvement without the need to lodge a formal complaint.



5.1. INFORMAL COMPLAINT PROCESS

Students are encouraged to initially raise complaints through informal discussion with the staff member(s) involved. This may include the Student Support Officer (who also serves as the Complaints and Appeals Officer), trainers, or relevant student services staff.

Informal complaints will be addressed promptly and sensitively. Students may bring a support person to any discussion. If the matter is not resolved within 10 working days, students will be advised to submit a formal written complaint using the Feedback, Complaints and Appeals Form.

Informal complaints that raise broader issues or systemic concerns may be documented internally and reviewed during Continuous Improvement meetings. General feedback that does not constitute a complaint will be recorded separately for service improvement purposes.

HAWK is committed to providing a culturally safe, accessible, and supportive complaints process. Support is available for students who may need help due to language, literacy, disability, or other access barriers.

5.2. FEEDBACK, COMPLAINT AND APPEAL – FORMAL PROCESS

What can a Feedback, Complaint & Appeal be about? But not limited to;

Students and stakeholders are encouraged to provide feedback at any time to support continuous improvement at HAWK.

- The quality, delivery, or Assessment outcomes
- the behaviour or decisions of staff,
- policies and/or procedures of Hawk Institute
- Course progress or academic decisions
- Disciplinary action or allegations of misconduct
- Enrolment deferral, suspension, or cancellation decisions
- Outcomes of previous complaints
- Actions taken by any related third party acting on behalf of HAWK (e.g., education agents)
- Any service-related issue or feedback that results in a decision affecting the student's learning, wellbeing, or enrolment

Formal Complaint Submission

Learners are encouraged to provide feedback at any time to help HAWK improve its services and support.

If a concern or dissatisfaction arises, and the matter cannot be resolved informally, students are encouraged to submit a formal complaint or appeal. This can be done by completing the Feedback, Complaints and Appeals Form, available from Student Services or downloadable via the HAWK website.

Alternatively, submissions may be made by email to the Student Support Officer/Complaints and Appeals Officer at: Support@hawkinstitute.edu.au

A submission should include:

- A clear and detailed description of the feedback, issue, or decision being appealed
- Names of any individuals involved (if applicable)
- Steps already taken to resolve the matter (for complaints or appeals)
- Supporting documentation or evidence
- A preferred outcome or resolution (if applicable)

Once received, HAWK will assess the matter in accordance with its policy, ensuring:

- Procedural fairness and the right to respond
- A culturally safe and accessible process
- Timely and transparent communication of the outcome

HAWK welcomes and values all feedback, which plays a crucial role in improving the quality of our services, training delivery, and student experience. Students are encouraged to provide feedback at any time, either informally or formally.

If a student wishes to raise a concern, lodge a complaint, or submit an appeal, they must complete the Feedback, Complaints and Appeals Form and submit it to the Student Support Officer (Complaints and Appeals Officer). Forms are available at Student Services or via <https://www.hawkinstitute.edu.au>

To register formal feedback, complaint or appeal, the student must provide:

- A clear and detailed description of the matter
- The names of any individuals involved (if applicable)
- Any steps already taken to resolve the issue informally
- Supporting evidence (if available)
- A suggested resolution (optional)

Once received, the matter will be recorded in the Feedback, Complaints and Appeals Register and processed in accordance with HAWK's policy.

The Resolution Phase

- The Complaints and Appeals Officer will assess whether the matter qualifies as feedback, a complaint, or an appeal under this policy.
- The assessment process will commence within 10 working days of receiving the form, in line with Outcome Standard 2.7 ; 2.8 of the Revised Standards for RTOs 2025.
- A written acknowledgment will be sent to the student confirming receipt and outlining the next steps.
- The matter will be forwarded, where appropriate, to relevant staff or departments not involved in the issue, to maintain independence and procedural fairness.
- Individuals directly involved in the subject of the complaint or appeal will not participate in any part of the resolution process.
- Throughout the process, HAWK will ensure cultural safety, support, and natural justice are upheld.

Meeting, Support and Investigation

Students have the right to be accompanied by a support person throughout the feedback, complaints or appeals process. Where necessary, a meeting may be scheduled to discuss the issue, explore mediation options, or reach a resolution aligned with principles of natural justice.

The Complaints and Appeals Officer will:

- Gather necessary documentation
- Share all relevant materials with involved parties
- Facilitate a fair, transparent, and timely resolution

All records will be securely stored and reviewed during Continuous Improvement processes.

Acknowledging the Lodging of a Feedback, Complaint or Appeal

Each formal feedback, complaint, or appeal submitted by a student will be acknowledged in writing. The acknowledgment will be provided in person and/or via email by the Complaints and Appeals Officer within five (5) working days of receipt.

The matter will then be forwarded for action to the relevant internal department (if applicable) as soon as practicable and no later than ten (10) working days. To maintain procedural fairness and transparency, any party directly involved in the matter will not participate in the investigation or resolution process.

Recording the Feedback, Complaint or Appeal

Details of all feedback, complaints, and appeals will be recorded in HAWK's Feedback, Complaints and Appeals Register. A copy of the documentation will be securely stored in the student's file. If relevant, the original complaint will also be forwarded to the Campus/Training Manager for further internal review.

The Student Support Officer / Complaints and Appeals Officer is responsible for ensuring all acknowledgments, recordings, and internal escalations are completed within the specified five (5) working day period from the date of lodgement.

Acting on Feedback, Complaint or Appeal

All relevant parties will be contacted promptly for investigation. The student will be provided with an opportunity to respond to the issue and present supporting evidence.

The Student Support Officer / Complaints and Appeals Officer will coordinate and set the agenda for a resolution meeting. This may include discussion on appropriate steps to be taken, or mediation/conciliation if deemed appropriate.

The right to be accompanied by a support person during the complaints/appeals process:

Students (and any involved party) are entitled to be accompanied and assisted by a support person at any stage of the complaint or appeal process, in accordance with the principles of natural justice and procedural fairness.

All information required to assist in resolution will be gathered, including sharing the complaint and all relevant documentation with the respondent.

Complaints and appeals will be thoroughly investigated in line with the principles of natural justice, cultural safety, and procedural fairness. A student-centred approach will be adopted, ensuring impartiality and resolution based on verified facts and evidence.

Timeframe

The complainant will be informed of the final outcome in writing. All feedback, complaints, and appeals will be finalised as soon as practicable, but no later than 60 calendar days from the date of lodgement.

If, due to exceptional circumstances, HAWK requires more than 60 calendar days to process and finalise the matter, the complainant or appellant will be:

- Informed in writing of the reason for the delay, and
- Regularly updated on the progress until resolution is achieved.

If a complaint is determined to fall outside the scope of HAWK's Feedback, Complaints and Appeals Policy, the Student Support Officer / Complaints and Appeals Officer will inform the student, accordingly, including the reasons for this decision.

HAWK reserves the right to dismiss a complaint if it is determined after fair and objective assessment to be clearly misguided, frivolous, vexatious, or lacking in substance or intent to resolve an issue. In such cases, the student will be provided with a written explanation of the decision and advised of any alternative pathways or external support services available.

Note: it is to be noted that Hawk Institute will respond to any Feedback, Complaint or Appeal the overseas student makes regarding his or her dealings with Hawk Institute or Hawk Institute's education agents or any related party that HAWK has an arrangement with, to deliver the overseas student's course or related services.

At the conclusion of the resolution phase, the Complaints and Appeals Officer will provide a written notification to both the student and any respondent involved, outlining the outcome of the complaint, the reasons for the decision, and any agreed actions or recommendations resulting from the process.

If the student is not satisfied with the outcome, they have the right to lodge an internal appeal within 20 working days from the date the decision was communicated.

Record the decision: Institute's decision and reasons for the decision will be recorded by the Student Support Officer/Complaints and Appeals Officer in HAWK's Feedback, Complaint and Appeal Register and placed in the student's file.

If a student is dissatisfied with the outcome of the formal complaint process, students may initiate an internal appeal process by completing a Feedback, Complaints and Appeal Form available from the website www.hawkinstitute.edu.au or from institute's reception.

Appeals

Hawk Institute's Appeals Procedures will help in managing requests for a review of decisions, including decisions made by Hawk Institute.

5.3. INTERNAL APPEALS PROCESS

Internal appeals may arise from a number of sources including appeals against refund decisions, assessment outcomes, appeals against disciplinary actions and appeals against decisions arising from complaints. The essential nature of an appeal is that it is a request by student who is dissatisfied with the outcome to reconsider a decision made by Hawk Institute.

An Internal Appeal Process is initiated by a student lodging an Appeal by filling up an "Appeals Section" in the "Feedback, Complaints and appeals Form" available from Student Administration and/or Hawk Institute website.

Acknowledging The Lodging of a Complaint

Appeals are acknowledged by sending written confirmation of the complaint which will be done by the Complaints and Appeals Officer within the designated timeframe

Consideration of Appeal by Complaints and Appeals Officer / Campus Manager / Training Manager

Where an appeal relates to the following matters, the Student Feedback, Complaints and Appeals Form must be lodged within 20 working days (International Students):

- Notification of an intention to report the student to the Department of Home Affairs (DHA) or due to unsatisfactory Course Progress.
- Notification of an intention to suspend or cancel a student's enrolment due to misbehaviour, or other extenuating circumstances (for more details, please refer to the Code of Conduct Policy, Academic Integrity and Misconduct Policy and the Student Handbook which is available on the website and/or the reception).

Time Frame and Acting on an Appeal

Within 10 working days of receiving the Complaints and Appeal Form, Chief Executive Officer (CEO) will appoint an Investigator or convene a Student Appeal Committee to hear the appeals and propose a final resolution. This Investigator or Committee will not include any person who has heard the original complaint.

The Investigator or the Student Appeals Committee will:

- a. Meet with the student (and support person, if present) and provide the student with an opportunity to present their case with any supporting evidence provided in the meeting at minimal or no cost. At any given meeting to discuss an appeal, students will be given an opportunity to be accompanied and assisted by a support person at any stage of the appeal process, in accordance with the principles of natural justice.
- b. At the conclusion of the meeting, students will be informed about the timeframe within which the institute will provide a written outcome of the appeal. The timeframe will generally be 10 working days. After the meeting, the Investigator or Committee will, impartially, consider all the evidence and make a decision.

Student Appeal Committee

- Chief Executive Officer
- Campus Manager
- Training manager
- Investigator or nominee appointed by the CEO

HAWK will ensure that the assessment of any feedback, complaint, or appeal is conducted in a professional, fair, transparent, and culturally safe manner. The process will be student-centred and respect the principles of natural justice and procedural fairness.

The outcome of the appeal will be documented and will include the reasons for the decision. Where the outcome is not in favour of the student, the response will also include information regarding the student's right to access an external complaints and appeals process. Details of appropriate and independent external appeal bodies will be provided at no cost by HAWK.

Timeframe Notice: If HAWK determines that more than 60 calendar days are required to finalise a complaint or appeal, the student will be informed in writing, including the reason for the delay. HAWK will also provide regular updates to the student on the progress of the matter until resolution.

If matter remains unresolved or student is unsuccessful or dissatisfied with the outcome.

There might be cases where matter is still unresolved after the implementation of above procedures and the internal appeals process exhausted, or if the student is not successful in the Hawk Institute's internal complaints and appeals process. In such cases, institute will advise the overseas student within 10 working days of concluding the internal review of the overseas student's right to access an external complaint handling and appeals process without any cost charged by Hawk Institute.

i.e. Students have the right to access an external complaint handling and appeals process without any cost charged by HAWK if they are dissatisfied with the outcome or if the matter remains unresolved.

Note: Students' enrolment will be kept active until both internal and external appeal is concluded.

5.4. EXTERNAL APPEALS PROCESS

Once the student has been advised of their right to access external resolution mechanisms, HAWK will provide the student with the relevant contact details of an appropriate external complaints handling and appeals body.

HAWK will refer overseas students to the Overseas Student Ombudsman, which provides a free and independent service for international students enrolled with private education providers. This body handles complaints and external appeals about decisions made by providers like HAWK.

The primary role of the external appeals process is to determine whether HAWK has appropriately followed its internal policies and procedures. It does not usually involve overturning academic or administrative outcomes unless procedural fairness has not been followed.

Example: If an international student appeals an assessment result, the external body will assess whether HAWK followed its internal appeal process properly. It will not reassess or remark the student's work.

HAWK will provide all required information to the external appeals body within the specified timeframe and will fully cooperate during the review process.

Once a decision is made, the outcome of the external appeal will be:

- Recorded in the Feedback, Complaints and Appeals Register
- Filed with all relevant documentation
- Communicated in writing to the student

HAWK will implement any recommendations or corrective actions arising from the decision as part of its continuous improvement and compliance obligations.

Outcome

If the internal or external complaints handling or appeals process results in a decision or recommendation in favour of the overseas student, HAWK will immediately implement the required corrective or preventive action. The student will be advised in writing of the outcome and any steps taken to resolve the issue.

A written record of the feedback, complaint, or appeal, including a statement of the outcome and reasons for the decision, will be securely maintained by HAWK in accordance with its records management procedures and continuous improvement processes.

Examples of appropriate external or independent complaint and appeals bodies may include:

- Private conciliators or dispute resolution professionals
- A complaints and appeals body established by a peak industry or professional association
- Representatives from Commonwealth or State/Territory government departments, such as the Office of the Training Advocate
- The Commonwealth Ombudsman (for overseas students in private education)
- State or Territory Ombudsman offices (for public providers)



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This ensures HAWK upholds procedural fairness, transparency, and student-focused outcomes in line with its obligations under the Standards for RTOs 2025 and the National Code 2018.

IMPORTANT NOTE: The Overseas Students Ombudsman, part of the Commonwealth Ombudsman, provides a free and independent service for overseas students enrolled with private education providers in Australia.

The Commonwealth Ombudsman contact details are:

Website: <http://www.ombudsman.gov.au/>
Email: ombudsman@ombudsman.gov.au
Contact Number: 1300 362 072

The Commonwealth Ombudsman investigates complaints about problems that overseas students have with private education and training in Australia.

The Ombudsman also:

- a. Provides information about best practice complaints handling to help private education providers manage internal complaints effectively.
- b. Publishes reports on problems and broader issues in international education that OSO identify through investigations.

For further information, please visit www.ombudsman.gov.au or contact overseas student ombudsman by telephone.

- In Australia, call: 1300 362 072 (calls from mobile phones may incur additional charges).
- Outside Australia, Call +61 2 5117 3600.

You can make a complaint online 24/7 via our [online form](#) during business hours (Mon, Tue, Thu, Fri: 10:00 am–4:00 pm; Wed: 10:00 am–2:00 pm; AEST/AEDT), or in person by visiting your nearest office listed on the website.

Appeals related to Deferment, Suspension or Cancellation of Enrolment

Where a student has decided to access the appeals process in relation to deferment, suspension or cancellation of their enrolment, Hawk Institute will not update the student's status or report to Department of Home Affairs (DHA) via PRISMS until the appeal process is completed. For more information refer to HAWK's Deferment, Suspension and Cancellation policy on our website.

Hawk Institute will maintain all relevant responsibilities until:

- the internal and external complaints processes have been completed, and the breach has been upheld.
- the overseas student has chosen not to access the internal complaints and appeals process within the 24-working day period.
- the overseas student has chosen not to access the external complaints and appeals process.
- The overseas student withdraws from the internal or external appeals process, by notifying the institute in writing.

Note: *Please note that the following procedures do not remove your right to seek other dispute resolution services, or to seek other legal remedies, provided by external bodies, such as, the **Victorian Civil and Administrative Tribunal (VCAT)** (Dispute Settlement Commission) Consumer and Business Affairs Victoria, or the Victorian Equal Opportunity Commission

Students Rights as Consumer

Feedback, Complaints and Appeals Policy do not remove the right of students to act under Australia's consumer protection laws.

6. TIMELINE: FEEDBACK, COMPLAINTS & APPEALS PROCESS

Stages	Step	Requirement	Your Timeframe
Informal Resolution Stage	Informal discussion	Attempt local resolution	Within 10 working days
Formal Lodgement & Acknowledgement	Acknowledge complaint/appeal	Written confirmation	Within 5 working days
	Forward internally	Refer to relevant staff	Within 10 working days
Assessment & Investigation Stage	Start assessment	Begin investigation	Within 10 working days
	Contact parties	Notify stakeholders	Within 3 working days
	Arrange meeting	Mediation/interview	Within 3 working days
Resolution & Decision Stage	Finalise complaint	Complete process	Within 60 calendar days
	Notify outcome	Written advice	Within 60 days
	Delay notice	If exceeding timeframe	Before 60 days
Internal Appeal Stage	Lodge appeal	Student response period	Within 20 working days
	Acknowledge appeal	Written confirmation	Within 3 working days
	Appoint committee	Independent review	Within 10 working days
	Issue outcome	After hearing	Within 10 working days
	Finalise appeal	Complete internal appeal	Within 60 days
External Appeal & Review Stage	Advise external rights	Inform student	Within 10 working days
	Provide documents	To external body	As soon as practicable
	Maintain enrolment	During appeal	Until concluded
Recordkeeping & Continuous Improvement	Register update	Record outcome	Preferably 3 days
	File storage	Secure records	Ongoing

7. IMPORTANT CONTACTS

Staff	Contact details	What assistance they can provide
Student Support Officer Campus Manager	info@hawkinstitute.edu.au Support@hawkinstitute.edu.au	Your contact to manage your Feedback, Complaints & Appeals.
Appeal committee: <ul style="list-style-type: none"> • CEO • Campus Manager • Training Manager • Investigator 	Support@hawkinstitute.edu.au	If you are not satisfied with outcome of complaint. You can lodge an appeal with appeals committee
Commonwealth Ombudsman	In Australia 1300 362 072 Outside Australia: +61 2 5117 3600	External appeals
Australian Skills Quality Authority	https://www.asqa.gov.au/about/contact-us	Complaints about providers and their practices

8. LEGISLATIVE REFERENCES AND POLICY DEVELOPMENT CONTEXT

This policy was developed by HAWK's management and compliance team through careful review of the above frameworks, benchmarking best practices, and incorporating feedback from staff and stakeholders. It aligns with the student-centred approach and principles of procedural fairness, natural justice, and continuous improvement.

This policy has been developed in alignment with the following legislative and regulatory bodies:

- ESOS Act 2000 [Visit ESOS ACT 2000](#)
- National Code 2018 [Visit National Code 2018](#)
- Revised RTO Standards 2025 [2025 Standards for RTOs | Australian Skills Quality Authority \(ASQA\)](#)

APPENDIX 1

Feedback was reviewed and recorded in the Continuous Improvement Register for further quality review by the Student Support team.

HAWK INSTITUTE'S FEEDBACK, COMPLAINTS AND APPEALS QUALITY CHECKLIST

Hawk Institute staff, team must follow this checklist when handling complaints and appeals and must pay close attention to timelines as long as it takes to resolve the issue more it costs goodwill to organisation.

Process Stage	Action	Timeline	Completed (Please tick)
Complaints Lodgment	Formal complaints is received and correct complaint form is provided. (Feedback, Complaints & Appeals Form)	As soon as complaints are raised with staff and informal process is completed	
	Fully completed form is received from complainant and all fields are completed	As soon as practicable	
Acknowledgement and Records	Complaints are acknowledged and written acknowledgement is sent to students.	As soon as practicable or preferably in 3 days of receipt	
	Further contact is made if complaint information is insufficient	As soon as practicable or preferably in 3 days of receipt	
	Complaint is lodged in the complaint register	As soon as practicable or preferably in 3 days of receipt	
Investigation	Resolution phase- Complaint is checked if the matter falls within definition of complaint for further investigation	As soon as practicable but it should not take more than 10 days.	
	Complaints are forwarded for action to relevant department. Parties to complaint cannot be part of investigation team.	As soon as practicable but should not take more than 10 days	
	All concerned parties are contacted for investigation. The student is given opportunity to present his/her case and respond at minimal or no cost.	As soon as practicable or within 3 days of receipt	
	Parties making complaints are invited for meeting and option of bringing a support person is provided.	As soon as practicable or within 3 days of receipt or	
	Complaint is investigated thoroughly in spirit of natural justice and principle fairness. Best possible resolution is achieved keeping student centered approach and fact based.	As soon as practicable as and no later than 60 days of complaints.	

Process Stage	Action	Timeline	Completed (Please tick)
Outcome	Complaint outcome is received and communicated to all the parties with the right to appeal within 20 days of the complaint if dissatisfied with the outcome	As soon as practicable no later than 60 days	
	Where it is apparent that complaint will take more than 60 days, complainants or appellants are informed in writing, including reasons why more than 60 calendar days are required and are regularly updated on the progress of the matter.	As soon as practicable and must inform well before 60 days of complaints resolution deadline.	
	Outcome is recorded in complaints register	As soon as practicable	
Internal Appeals	If dissatisfied with the outcome, Students are advised to lodge complaint within 20 working days of complaint outcome.	Within 20 working days	
	Appeals are acknowledged by sending written confirmation to complainant.	As soon as practicable or within 3 days of receipt or	
	Appeals are sent to appeal committee.	As soon as practicable but should not take more than 10 days.	
	Investigator is appointed to hear the appeal. Students are given opportunity to present their case with supporting evidence accompanied or assisted by a support person at any relevant meetings.		
	Appeals are investigated thoroughly in spirit of natural justice and principle fairness	As soon as practicable as and no later than 60 days of appeal.	
	Where it is apparent that appeals will take more than 60 days, appellants are informed in writing, including reasons why more than 60 calendar days are required and are regularly updated on the progress of the matter.	As soon as practicable and must inform well before 60 days of complaints resolution deadline.	
	Internal appeal is complete. Outcome is recorded in complaints and appeals register with reasons and is placed in students' file. Students are provided with a written statement and detailed reason of the outcome of internal appeal	Within 60 days	

Process Stage	Action	Timeline	Completed (Please tick)
	Student enrolment is kept active until internal appeal and external appeal is concluded.	Until external appeal is finalised	
	If student is dissatisfied with the outcome, informed about his/her right to access an external complaint handling and appeals process at minimal or no cost. External body can be Overseas Student Ombudsman (it is free of cost).	Within 10 working days of completion of internal complaints handling and appeals process.	
External Appeals	Students are advised on their rights to access an external complaint handling and appeals process without any cost charged by Hawk Institute.	Within 10 days of concluding the internal review	
	External appeal authority is provided with sufficient information within due timelines requested.	As soon as practicable or timelines specified by external agency	
	Student enrolment is kept active until the external appeal is concluded.	Until external appeal is finalised	
	Complaints' outcome is entered in the complaints register after external appeals and copy of all the relevant documents are attached.	Preferably in 3 days of receipt or as soon as practicable	
	Hawk Institute implements the decision/ recommendation and takes preventive/corrective action required by the decision.	As soon as practicable	
	Students are advised about the decision and action	As soon as practicable	
	Written record of the complaint or appeal and statement of the outcome is kept and maintained by Hawk Institute.	As soon as practicable	

APPENDIX 2:

FEEDBACK, COMPLAINTS AND APPEALS FORM

St. Albans Institute Pty. Ltd. T/A Hawk Institute

Personal Details	
Full Name:	
Position of Complainant/Appellant:	
USI No:	
Phone No:	
Email:	
Address:	
If the complainant is student, please provide the following details (NOT MANDATORY)	
Student ID:	
Course Name:	
Date:	
Type of Submission	
Please indicate the type of submission: <input type="checkbox"/> Feedback <input type="checkbox"/> Complaint <input type="checkbox"/> Appeal	
Feedback/Complaint/Appeal Details	
Feedback/Complaint Details	Appeals Details
Date the issue occurred: _____	Date to which this appeal refers to: _____
Reason for: Submission (tick all applicable):	Reason for the appeal:
<ul style="list-style-type: none"> <input type="radio"/> General Operations <input type="radio"/> Assessment <input type="radio"/> ESOS related complaint <input type="radio"/> Discipline/misconduct <input type="radio"/> Outcome of application/request <input type="radio"/> Other, please specify 	<ul style="list-style-type: none"> <input type="radio"/> Assessment outcome <input type="radio"/> Discipline/misconduct <input type="radio"/> Any outcome of any application for request <input type="radio"/> Any disciplinary action taken against you. <input type="radio"/> Other, please specify below
Have you complained about the issue before?	_____
<ul style="list-style-type: none"> <input type="radio"/> Yes <input type="radio"/> No 	_____
If yes, please give the date, the complaint was lodged: _____	_____



Summary of Feedback / Complaint / Appeal (Please give detailed explanation and attach any supporting evidence) (Provide explanation on how you believe this complaint can be resolved)	
Please provide us a detailed explanation on what will resolve this issue according to you?	
Declaration	
<input type="checkbox"/> I declare that all the information provided in this form is correct and accurate to the best of my knowledge. <input type="checkbox"/> I am happy to attend any meeting with relevant persons required to resolve the issue. <input type="checkbox"/> I understand that if I am dissatisfied with the decision after the internal appeal outcome, I can seek assistance from external complaints handling body i.e. Commonwealth Ombudsman www.ombudsman.gov.au which is free of cost.	
Name: _____ Signature: _____ Date: _____	
Office use Only: (*marked items to be filled up by staff or complaint handling party)	
*Receiving staff member:	
*Date Received:	
*Method of lodgment	<input type="checkbox"/> Email <input type="checkbox"/> Mail <input type="checkbox"/> In-person
*Name(s) of the members responsible for resolving the issue.	



<p>*Actions proposed by the panel/ determined resolution</p>	
<p>*Implementation of Proposed action by:</p>	<p> <input type="checkbox"/> Continuous improvement Request. <input type="checkbox"/> Counselling by the relevant persons. <input type="checkbox"/> Change of any service or member. <input type="checkbox"/> External Counselling agency <input type="checkbox"/> Referred to: <input type="checkbox"/> Other (Please specify) _____ </p>
<p>*Date of Resolution</p>	<p>/ /</p>
<p>*Outcome</p>	<p><input type="checkbox"/> Successful <input type="checkbox"/> Unsuccessful</p>
<p>*Method to communicate the outcome with the complainant/appellant</p>	<p><input type="checkbox"/> Email <input type="checkbox"/> Mail</p>
<p>*Response of Complainant/Appellant</p>	<p> <input type="checkbox"/> Agrees and accepts the decision done by panel (The student signs the acceptance, and the record is placed in student's admin file) <input type="checkbox"/> Disagrees and unsatisfied (Student has been advised of the right accessing external complaints handling body-Commonwealth Ombudsman along with contact details of the same) </p>
<div style="background-color: #ADD8E6; text-align: center; padding: 5px;">Declaration by Complainant/Appellant</div> <p style="text-align: center;">(Please read and tick before signing it):</p> <p> <input type="checkbox"/> I acknowledge that the outcome of the feedback/complaint/appeal lodged by me have been informed to me. <input type="checkbox"/> I agree with the decision made by the panel and I am happy to accept it. OR <input type="checkbox"/> I disagree with the decision made by the panel and would like to escalate it to an external complaint handling body, and I have been advised of all the required information in this regard. </p> <p>Signature: _____ Date: _____</p> <p>HAWK'S Representative</p> <p>Name: _____ Signature: _____ Date: _____</p>	