

Student Complaints and Appeals Policy

1. Purpose

ILSC and Greystone College Australia are committed to fostering a supportive learning environment that upholds the principles of fairness and equality. The purpose of this policy is to ensure that all students have access to a clear and equitable process for lodging complaints and appeals, and that all matters are addressed in a timely, impartial, and consistent manner.

This policy also supports ongoing quality assurance and continuous improvement by using outcomes of complaints and appeals to inform better practices across the organisation.

2. Scope

This policy applies to:

- All former, current and prospective students of ILSC and Greystone College across all delivery locations and programs, including those on student visas and those on other visa types.
- All teaching, administrative, and management staff, as well as third parties engaged or contracted by ILSC or Greystone College who are involved in or mentioned in a student complaint or appeal.
- All matters related to academic and non-academic issues, including but not limited to enrolment, class placement, assessment, participation, conduct of staff or students, facilities, and services.

All members of the ILSC and Greystone College national community must have unrestricted access to this policy through operational channels and via the ILSC and Greystone College websites.

3. Definitions

Complaint: An expression of dissatisfaction with a decision, service, process, or conduct within ILSC and Greystone College control that affects a student's rights, interests, or expectations.

Appeal: A request for review of a decision made by ILSC and Greystone College, including but not limited to decisions regarding assessment outcomes, enrolment, attendance, or disciplinary actions.

Student: An individual who was, is currently, or plans to be enrolled at ILSC and Greystone College.

Respondent: The individual or entity against whom a complaint has been made.

Formal complaint: A process involving disputing parties and a recipient aiming to resolve the issue.

Support Person: An individual nominated by the student to accompany or assist them throughout the process.

Intention to Report (ITR): Formal notification to a student that ILSC and Greystone College intend to report a breach of attendance or academic progress to the Department of Home Affairs. Includes information on the student's right to appeal under the Complaints and Appeals Policy.

Overseas Student Ombudsman (OSO): An independent body providing a safe and confidential service for all international students, offering free and impartial external complaint resolution for those enrolled with private education and training providers in Australia.

4. Policy Statement

A complaint expresses dissatisfaction with actions, decisions, or omissions within ILSC and Greystone College control that affect a student's rights, interests, or expectations. Any matter related to the organisation's operations, services, decisions, or conduct of its stakeholders may be subject to a complaint.

ILSC and Greystone College acknowledge that students may have complaints or wish to appeal academic or non-academic decisions. ILSC and Greystone College are committed to:

- Ensuring fair, transparent, and timely resolution of all complaints and appeals.
- Providing access to informal and formal resolution pathways.
- Upholding procedural fairness and ensuring that all parties have the opportunity to be heard and present evidence.
- Maintaining confidentiality throughout the process.
- Recording and monitoring all complaints and appeals to support continuous improvement.
- Ensuring that students are aware of this policy prior to enrolment and during orientation.

Both students and respondents have the right to:

- Unbiased treatment and decisions based on evidence.
- Be accompanied by a support person.
- Receive written communication of outcomes and reasons, and
- Access external appeal options if not satisfied with the internal resolution.

5. Procedures

The following procedures outline the step-by-step process for lodging, managing, and resolving complaints and appeals at ILSC and Greystone College. They are designed to ensure that all students have a clear, fair, and timely pathway to raise concerns, seek resolution, and request reviews of decisions.

The procedures provide options for both informal and formal resolution, and incorporate escalation mechanisms to senior management and, if necessary, external authorities such as the Overseas Student Ombudsman.

All steps are conducted in accordance with principles of procedural fairness, confidentiality, and impartiality, and aim to resolve issues effectively while maintaining the student's rights, wellbeing, and academic progress.

5.1. Informal Complaint Resolution

Students are encouraged to first discuss their concerns informally following the process flow outlined in Appendix 1.

If the concern is minor, it may be resolved immediately.

Where the issue cannot be resolved informally or the student prefers a formal process, they may submit a written complaint.

5.2. Formal Complaint Process

Formal complaints must be submitted in writing via the [ILSC and Greystone College Australia: Complaint & Appeal Form](#), including relevant documentation (where applicable).

Receipt of the complaint will be acknowledged automatically upon submission of the form. Further communication will be provided as required, including confirmation of the review timeframe, where applicable.

Upon receipt of a complaint, ILSC and/or Greystone College will commence investigation within ten (10) working days, which may include meetings, interviews, and document review.

A written statement will be provided for the students, outlining:

- The decision and outcome.
- The reasons for the decision, and
- Any corrective actions to be taken.

Complaints that are deemed frivolous, vexatious, or malicious may be dismissed with written reasons provided.

5.3. Appeal Process

Students who are dissatisfied with the outcome of a formal complaint may lodge an appeal in writing, within five (5) working days of receiving the decision. Appeals submitted after this timeframe will still be accepted where reasonable circumstances exist.

Appeals must:

- Clearly state the grounds for the appeal; and
- Include relevant supporting documentation or evidence.

Upon receipt of an appeal, ILSC and/or Greystone College will commence assessment within ten (10) working days and manage the process in accordance with Standard 10 of the National Code.

Appeals Arising from a Complaint (General Appeals)

These appeals relate to decisions made as part of the formal complaint process described in Section 5.2.

For these matters:

- The appeal will be reviewed by a senior manager or relevant member of the national leadership team, who will assess the case in a fair, transparent and impartial manner.
- The student may be offered the opportunity to present their case in a meeting (in person or online), accompanied by a support person.
- A written outcome, including reasons for the decision, will be issued within five (5) working days of the decision being finalised.
- This decision constitutes the final internal outcome for general complaints.

Appeals Related to Unsatisfactory Attendance or Academic Progress (ITR Appeals)

Appeals relating to ITRs notices for attendance or academic progress are also covered by this Complaints and Appeals Policy in accordance with Standard 10. However, the specific steps for lodging, reviewing, and deciding these academic and visa-compliance appeals are outlined in the relevant policies and procedures. Those procedures should be read in conjunction with this policy.

Such appeals:

- Follow the steps outlined in the:
 - *Attendance Intention to Report Policy-Including Appeals_ELICOS*; and
 - *Intention to Report Policy-Including Appeals_VET*.
- Are assessed by the appropriate academic or compliance panel (e.g., the ITR Review Committee) designated for academic and visa-compliance matters.
- Are not managed under the general complaints appeal process described in “*Appeals Arising from a Complaint*” section.

Students should refer to the relevant academic progress or attendance procedures for information about lodging and managing appeals specifically related to progress or attendance ITRs.

5.4. Outcome Notification (ELICOS and VET)

For any type of appeal, students will receive:

- A written statement of the outcome and reasons; and
- Information about their right to pursue an external appeal with the Overseas Student Ombudsman (OSO) at minimal or no cost, if they wish to appeal the procedural handling of their case.

If an internal or external appeal results in a decision in the student’s favour, ILSC and Greystone College will immediately implement the required corrective or preventive action and advise the student accordingly.

5.5. External Appeal

If the student remains dissatisfied after the internal process, they may seek advice from the Overseas Student Ombudsman (OSO) at www.ombudsman.gov.au or by phone at 1300 362 072 (within Australia).



Both ILSC and Greystone College and the students must comply with the Ombudsman's decision, which is final and binding.

During the appeal process, international students may continue attending classes unless there is a reasonable concern about an imminent risk to their own or others' health, safety, or wellbeing.

5.6. Complaint Withdrawal

A student may withdraw a complaint at any time by submitting a written notice.

5.7. Malicious or Vexatious Complaints

ILSC and Greystone College encourage students to raise concerns in good faith.

Where a complaint is found to be deliberately false, misleading, or submitted with the intent to cause harm or disruption, it may be treated as student misconduct under the relevant Code of Conduct.

Possible outcomes may include:

- A written warning
- Withdrawal or closure of the complaint
- Measures to prevent repeated misuse of the complaints process (e.g., limits on repeated submissions without new evidence)
- Other reasonable and proportionate actions appropriate to the circumstances, which may include disciplinary action in serious cases (up to and including suspension or cancellation of enrolment)

Genuine complaints made in good faith will never result in disciplinary action or disadvantage to the student.

6. Confidentiality and Recordkeeping

- All complaints and appeals records are confidential and accessible to authorised staff only.
- Information will only be disclosed as required by law or for procedural purposes.
- All records are retained securely and used to inform continuous improvement processes.

7. Related Legislation and Standards

- Standards for RTOs 2025 – Standards 2.7 and 2.8
- National Code – Standard 10
- ESOS Act 2000

8. Policy Review

This policy will be reviewed at least every year, or earlier if required, to ensure alignment with changes in legislation, regulatory standards, compliance requirements, or organisational operations. Earlier reviews may be undertaken in response to audits, incidents, or identified opportunities for improvement.

8.1. Details

Policy Title		Complaints and Appeals Policy		
Approved by		Vice President Australian Operations / Director of Quality Assurance		
Next Review Date		April 2027		
Version	Date	Effective Date	Comment/Note	Author/Reviewed by
4.0	August 2024	August 2024	Update	Director Quality Assurance
5.0	25-Aug-2025	25-Aug-2025	Review conducted to enhance clarity, transparency, and alignment with the Standards for RTOs 2025, and to confirm continued compliance with other applicable regulations. Policy wording refined for consistency across ILSC and Greystone College operations	National HR Advisor, Deputy Director Quality Assurance
6.0	20-Apr-2026	22-Apr-2026	Review conducted to enhance clarity and align with the process outlined in Appendix 1. Appendix 1 added, link to the ILSC and Greystone College Complaint and Appeal Form included, and references to the National Student Liaison Team removed.	Director of Quality Assurance, National Director-Campus Operations

Appendix 1

Problem-Solving Process

PROBLEM-SOLVING PROCESS

HAVE A PROBLEM OR CONCERN? | FOLLOW THESE STEPS IN ORDER

Please speak to the right person first so we can help resolve the issue quickly.

ACADEMIC	➤	STEP 1 Teacher/Trainer	➤	STEP 2 Head Teacher / Head Trainer	➤	STEP 3 Director of Studies/Training	➤	STEP 4 Formal Complaint or Appeal*
NON-ACADEMIC	➤	Reception	➤	Student Advisor	➤	Student Services Manager	➤	

Scan QR code to watch eServices explanation video

Use our e-services to make the following requests

•Class change •Timetable change •Enrolment change •Holiday request •Document request

ILSC EDUCATION GROUP

*To lodge a formal complaint or appeal speak with Student Services after steps 1-3 have been completed.