

Policy Classification:	RTO & CRICOS	Version 1.0:	7/03/2025
Document Owner:	Compliance Manager	Review Date:	7/03/2026
Approved by:	RTO Manager		

Complaints and Appeal Policy

Purpose and Rationale:

SGSCC is committed to providing a fair, transparent, and accessible process for students to lodge complaints and appeals regarding academic, administrative, or personal concerns. This policy ensures compliance with Standard 10 of the National Code 2018 and the ESOS Act 2000.

This policy applies to:

- All enrolled and prospective international students at SGSCC.
- Complaints related to course delivery, assessment, student services, enrolment, fees, and staff conduct.
- Appeals against academic decisions, disciplinary actions, deferral, suspension, or cancellation of enrolment.

Policy:

Students have the right to make a complaint or appeal without fear of retaliation or disadvantage. Complaints and appeals will be handled promptly, fairly, and confidentially. The student's enrolment will be maintained during the complaint or appeal process unless health and safety risks apply. Students will be informed of their right to access an independent external review if they are not satisfied with the outcome.

Procedures and Implementation:

1. Lodging a Complaint

a. Informal Resolution

- Students should attempt to resolve the complaint informally by discussing it with the relevant SGSCC staff member.
- If unresolved, students may escalate the matter to an International Program Manager.

b. Formal Complaint Submission

If the issue remains unresolved, students must submit a Formal Complaint Form available on the SGSCC website or at Student Services.

The complaint must include:

SGSCC - St George & Sutherland Community College Inc.

127-129 Sutherland Road Jannali, NSW 2226

P: 02 9528 3344 • E: enquiries@sgscc.edu.au • W: sgscc.edu.au

RTO: 7091 • CRICOS Provider No: 03122K • NDIS Registered Provider: 4050004600 • ABN: 89 753 440 576

- Full details of the issue.
- Supporting documents (if applicable).
- Desired resolution outcome.

Complaints must be submitted to the RTO Manager via email or in person.

c. Investigation and Resolution

The RTO Manager will acknowledge receipt within 5 working days.

An investigation will be conducted within 10 working days.

A written outcome will be provided to the student, including:

- Decision and reasons.
- Actions taken (if applicable).
- Student's right to appeal if dissatisfied.

2. Appeals Process

a. Grounds for Appeal

A student may appeal a decision if they believe:

- Due process was not followed.
- New, relevant evidence has emerged.
- The decision was unjust or unfair.

b. Formal Appeal Submission

Students must submit a Formal Appeal Form within 20 working days of receiving the complaint outcome. The appeal should be addressed to the Appeals Panel, consisting of senior SGSCC staff not involved in the original decision.

c. Appeal Review

The Appeals Panel will review the appeal within 10 working days.

- A meeting may be arranged if further clarification is needed.
- A final written decision will be provided to the student within 5 working days of the review.

3. External Review

If the student is not satisfied with SGSCC's internal appeal decision, they may lodge a complaint with the Overseas Students Ombudsman (OSO).

Contact details for the Ombudsman:

Commonwealth Ombudsman

Tel: 1300 362 072.

<https://www.ombudsman.gov.au/complaints/international-student-complaints>

SGSCC will comply with any recommendations made by the Ombudsman.

Record Keeping and Confidentiality

All complaints and appeals will be recorded in the Complaints Register and retained for a minimum of 5 years. Only authorised personnel will have access to complaint records. SGSCC ensures student privacy and confidentiality during the process.

Continuous Improvement

Complaints and appeals outcomes will be reviewed regularly to improve SGSCC's policies and services.


Feedback from students will be used to enhance service quality.


Contact Information

For complaints and appeals, international students can contact:


George Da Silva – Program Manager International

SGSCC - St George & Sutherland Community College

 127-129 Sutherland Road, Jannali, NSW 2226

 (02) 8543 7407

 gdasilva@sgscc.edu.au

 sgscc.edu.au