

Student Complaints and Reviews Procedures 2025

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Part 1 Purpose and application

1.1 Purpose

- (1) These procedures provide students with clear knowledge to the College complaint, internal reviews, and external reviews processes
- (2) to ensure these processes are fair, clear, and aim to address complaints timely and appropriately.

1.2 Start date

- (1) This policy commences the day after the day on which it is registered.

1.3 Application

- (1) These procedures apply to students enrolled in the University of Sydney Preparation

Part 2 Student Complaints and Reviews

2.1 Phase 1: Informal Complaint

- (1) The student is encouraged to raise an informal complaint directly with the person(s) involved. For example, a complaint about Campus Facility should be raised in the first instance with the unit teacher.
- (2) An informal discussion or other communication should take place directly between the relevant parties as soon as possible. The student may choose to be accompanied or assisted by a Support Person during an informal discussion.
- (3) If the student does not wish to directly approach the person(s) concerned, the student should raise the complaint with Student Support Services as soon as possible, verbally or by email (taylorstudenthelp@navitas.com).
- (4) The Responsible Officer will consider the issue and may suggest a course of action to resolve the issue or attempt to mediate between the student and the person(s) concerned.
- (5) A record of the informal complaint and any action taken to resolve it will be placed on the Complaints Register by the relevant person or Responsible Officer.
- (6) The student will be informed by telephone or email of any action taken to resolve the complaint. This communication will be recorded in the Complaints Register by the relevant person or Responsible Officer.
- (7) If the student is not satisfied with the outcome, the student can escalate their complaint to Phase 2 and lodge a formal complaint.

2.2 Phase 2: Formal Complaint

- (1) The second phase involves the student completing and lodging a formal written complaint. The complaint will be assessed and/or investigated by a Responsible Officer with appropriate external support if required.
- (2) Overview:
 - (a) The student completes a Student Formal Complaint Form (Phase 2) (available from Student Support Services) and submits it to Student Support Services, either in person or via email (taylorstudenthelp@navitas.com).
 - (b) The student receives written acknowledgment of the complaint within five working days of the complaint lodgement.
 - (c) The Responsible Officer commences an investigation into the complaint within ten working days of it being made under these procedures and offers the student the opportunity to formally present or respond to further questions in relation to their complaint. The student may choose to be accompanied or assisted by a Support Person when presenting their complaint.
 - (d) The Responsible Officer will aim to finalise the outcome within 20 working days and notify the student in writing with detailed reasons for the outcome. This will be recorded in the Complaints Register by the relevant person or Responsible Officer.

- (e) Where it is not practicable to conclude an investigation within 20 working days, the Responsible Officer will notify the student of the expected timeframe for resolution.
- (3) An internal review can be made (Phase 3) where a student believes there has been a failure in due process only. The student can escalate the complaint to Phase 3 under this policy within five working days, or within 20 working days for an NEC review.

2.3 Phase 3: Internal review

- (1) The third phase involves the student completing and lodging a written internal review by completing one of the forms detailed in section 23(4). The internal review will be investigated through a formal process at no cost to the student.
- (2) An internal review may only be made on the basis of alleged failure of due process and not solely because a student is dissatisfied with a decision. If a student disputes any of the following:
 - (a) a cancellation of enrolment decision,
 - (b) a response to a student request to suspend their enrolment,
 - (c) a grade outcome or a non-academic misconduct outcome,A student must set out in their written internal review their reasons for believing that due process has not been observed or attach new evidence as applicable.
- (3) The Internal Review will be investigated by a different Responsible Officer (see Appendix A and B – College Responsible Officers and External Review Options).
- (4) A student must email a [Student Internal Appeals Form \(Phase 3\)](#) to the College within five working days of receiving:
 - (a) a response to their complaint
 - (b) a response to their request to suspend their enrolment
 - (c) the result of the outcome of a report of misconduct.
- (5) A student must submit the internal review by completing the JotForm to the College within five working days of receiving a Notice of Enrolment Cancellation, the student should advise the College if they are unable to meet the five working day requirement and agree to a new timeframe.
- (6) The student receives written acknowledgement of the Review within five working days of lodging their written internal review.
- (7) The student presents their review and associated evidence via submitting the Appeals form or JotForm. The Review Panel will, at their discretion, either:
 - (a) uphold or dismiss the internal reviews, based on the information and evidence provided, or
 - (b) Set up a formal online or in-person reviews meeting with the student.
- (8) The Internal Review Panel meets within ten working days of receipt of the written internal review.
- (9) The student is given at least three working days' notice of the Internal Review Panel meeting, which will be held either in person or online. The student has the option to

attend the Review Panel meeting and may bring a support person to the meeting, which will proceed whether or not they attend.

- (10) If the matter that is the subject of the review involves other parties, they may also be invited to present their case to the Internal Review Panel. A written record of the meeting including detailed reasons for the outcome must be made by the Review Officer and filed in the Complaints register.
- (11) The Internal Review Panel will consider all relevant information.
- (12) The student will be notified in writing within five working days of the decision including detailed reasons for the outcome.
- (13) If the student is not successful in the College's complaint and review process, the College will advise the student as soon as practicable upon completion of the internal complaint and review process of the student's right to access a relevant external complaint and review process, at no cost.
- (14) The student must be informed if the specified timeframes cannot be met due to unforeseen circumstances.
- (15) If a student visa holder's internal review against an enrolment cancellation decision is not successful, their enrolment may be cancelled, they will be issued with an NIR within 10 working days after the enrolment cancellation and will not have another opportunity to submit an internal review. They may lodge an External Review (Phase 4).
- (16) If a non-student visa holder's internal review is not successful, their enrolment will be cancelled, and they will be issued with a final notice confirming an unsuccessful review and cancellation of enrolment. They may lodge an External Reviews (Phase 4)
- (17) If a student's internal appeal against an enrolment cancellation decision is successful, enrolment continues; this may be subject to additional conditions.

2.4 Phase 4: External Review

- (1) The fourth phase involves an external review which will be formally investigated by an agency external to the College. The most relevant external agencies are listed in Appendix B – College Responsible Officers and External Review Options.
- (2) The external review process should only be used after Phase 3 has been completed.
- (3) Overview:
 - (a) The student may lodge an external review to a relevant external agency (see Appendix B – College Responsible Officers and External Review Options).
 - (b) The student must inform the College in writing within ten working days of a decision to proceed with an external review. The written notification must include the external reference number provided by external agency.
 - (c) Written notification must also be provided within ten working days if a student decides not to file an external review. If the student does not notify the College of their decision to file an external review, this will be taken as notice of withdrawal from the complaints and reviews process.

- (d) If the external agency decides in support of the student's external review, the College may consider implementing any recommendations, such as reinstatement of enrolment, and will advise the student in writing as to the action taken. Where applicable, these recommendations will be incorporated into the College's policies and procedures for implementation ensuring the continuous improvement of service and quality education to students.
- (e) If a student visa holder's external review against an NIR is not successful, or the student withdraws from the complaints and reviews process, the eCoE will be cancelled and the student will be issued with a final notice confirming cancellation of their eCoE.
- (f) The procedures set out in this document do not replace or modify procedures or any other responsibilities which may arise under other policies or under law. This policy and its associated procedures do not limit the rights of individuals to take action under Australia's Consumer Protection Laws.
- (g) These procedures do not restrict an individual's rights to pursue other legal remedies.

2.5 Review and progression

- (1) Students are required to maintain their enrolment and attend classes during both internal and external reviews processes.
- (2) TCS will maintain a student's enrolment, unless there is a risk to the student or others, in the following circumstances:
 - (a) When a student is undergoing internal and external review processes for a NEC due to unsatisfactory course progress or unsatisfactory attendance.
- (3) TCS may cancel a student's enrolment and report the student to the Department of Home Affairs following the outcome of the Stage 3 internal review process, in the following circumstances:
 - (a) When a student review an NEC related to non-payment of fees or misconduct.
- (4) A student cannot commence the USPP if they are currently in an internal or external reviews period for the Academic English Preparation (AEP) Program.
- (5) A student cannot commence a University of Sydney packaged degree if they are currently in an internal or external reviews period for the USPP.

Part 3 Notes

Rescissions and replacements

This document replaces the following, which are rescinded as from the date of commencement of this document:

- (1) Student Complaints and Appeals Policy and Procedures 2021
- (2) Student Complaints and Appeals Policy and Procedures 2025

Date adopted	17 September 2025
Date amended	22 July 2025
Approver:	USPP Board of Studies
Owner:	College Director
Review date:	At least once every 5 years from the date of commencement.
Rescinded documents	Student Complaints and Appeals Policy and Procedures 2021
Related documents	<u>Competition and Consumer Act 2010 (Cth)</u> <u>Education Services for Overseas Students (ESOS) Act 2000 (Cth)</u> <u>Education Services for Overseas Students Regulations 2019 (Cth)</u> <u>Higher Education Standards Framework (Threshold Standards) 2021</u> <u>National Code of Practice for Providers of Education and Training to Overseas Students 2018 (the National Code)</u> <u>National Standards for Foundation Programs</u> <u>Privacy Act 1988 (Cth)</u> <u>Enrolment Cancellation Appeal Form (Phase 3)</u> <u>Student Formal Complaint Form (Phase 2)</u> <u>Student Internal Appeal Form (Phase 3)</u> <u>Child Protection and Safeguarding Policy and Procedures</u> <u>Critical Incident Policy and Procedures</u> <u>Records Management Policy and Procedures</u> <u>Sexual Misconduct Policy and Procedures</u> <u>Student Assessment Policy and Procedures</u> <u>Student Code of Conduct</u> <u>Student Misconduct Policy and Procedures</u> <u>Student Privacy Policy</u>

Student Support Procedures

Part 4 Amendment history

Register Version	Approved by	Clause	Amendment	Commenced
V1.0	USFP BoS	2.3 2.5	Streamline Internal review process More information on appeal and progression	17 September 2025
V2.0	TBD	Whole document	Procedure Name and associated clauses updated from “Appeals” to “Reviews” for non-grade reviews.	05 January 2026