# Checklist: Complaints and Appeals

<table>
<thead>
<tr>
<th>Steps</th>
<th>And what to do</th>
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| **Complaint about your school**  
If you feel you have been treated unfairly you have the right to complain | Read your provider’s policy—they will have advice on this.  
Talk to someone; universities have student advocacy workers who can help you.  
Ask questions; you have the right to complain  
Remember: complain in an appropriate manner: non-aggressive, with respect for all  
Talk to your student contact officer first for advice |
| **Complaint about you**—  
“My teacher told me I was on a warning.”  
If you receive a letter from your school, you can appeal. The letter MUST tell you how to go through an appeal process | Talk to your student contact officer first.  
You can appeal when you disagree with a provider’s decision.  
There should be little cost or no cost attached to appeals.  
You can expect to receive a written formal response to your appeal. |
| You are able to lodge a complaint through your institution | If you do not agree with the advice given to you, you can lodge an appeal with an external body. Your institution must tell you who this is. |
| **Formal Complaints** | Any formal complaint MUST be in writing. A complaint in writing must be responded to within a specified period of time. Read your provider’s policy to make sure replies are made in time. |
| If you receive a letter from your school AND  
• if you appeal and the internal appeal fails AND  
• if you appeal through the external process, and it also fails | Your provider must have arrangements for an external independent body or person to hear complaints and appeals. |
| **Complaint about Education Agents**  
If you believe the information provided to you about your studies before you chose your course was misleading, you have the right to report it. | Report to your Student Contact Officer or contact the ESOS Helpline within Australia on:  
02 6240 5069 or email: esosmailbox@dest.gov.au  
www.aei.gov.au/ESOS  
Follow the links to “The National Code” |