

appeal against an assessment /result outcome BROWNS identifies the appeal period as being per unit of competency, rather than per qualification.

Complaint/Appeal Resolution

It is the responsibility of the Campus Manager to resolve the matter as soon as possible. The complainant will be given a written statement of the outcome, including detail of the reasons for the outcome.

If there:

- is no resolution to the complaint or
- either party is not happy with the resolution; or
- there is no resolution in a time frame reasonable to either party involved.
- then the complaint will be escalated to the Chief Executive Officer (CEO)

Once the recorded complaint has been escalated to the CEO the following events will take place ensuring the process commences within ten (10) days of the lodgement and supporting information and all reasonable measure taken to finalise the process as soon as practicable:

- Each party may be accompanied and assisted by a support person at any relevant meetings;
- The complainant has an opportunity to formally present his or her case at minimal or no cost to him or herself;

A meeting is held to:

- ascertain the nature of the complaint/appeal and what action has been taken to date
- identify why either party may not be satisfied with the proposed resolution
- ensure a time frame will be set by which a resolution should be reached
- ensure all parties agree and cooperate with one and other while they are attempting to resolve the matter
- ensure the employee, student or client will not be victimised or disadvantaged in any way e.g. during the process the student's enrolment is maintained.
- If the complaint cannot be resolved informally the complainant must be given a written statement – containing of the outcome, including details of the reasons for the outcome, and confirming the student's right to access the external appeals process at no or minimal cost.

In regard to an assessment/result outcome BROWNS identifies the appeal period as being per unit of competency, rather than per qualification.

The written statement must record events taken and signed by all parties present at each meeting.

The CEO will attempt to mediate between the parties to develop a resolution all parties are happy with.

Should the internal or any external complaint or appeals process result in a decision which supports the student, BROWNS will immediately implement any decision and/or corrective or preventative action and advise the student of the outcome.

Should the parties involved be unable to reach a resolution, then the employee, student or client may refer the matter externally to a party they consider appropriate to deal with the matter.

In the case of international students, and in accordance with Standard 8 of the National Code, the Overseas Ombudsman Office may be contacted at:

The Commonwealth Ombudsman
GPO Box 442
Canberra ACT 2601
Email:
Online at <https://www.ombudsman.gov.au/>

This Complaints and Appeals Policy does not prevent an overseas student from exercising their rights to other legal remedies.

How Do I Contact BROWNS?

Send us an email at any time at info@browns.edu.au

Brisbane Campus:

Street Address: Level 8, 102 Adelaide Street
BRISBANE QLD 4000
Phone Number: +61 (0) 7 3221 7871

Gold Coast Campus:

Street Address: 5 Hicks Street
SOUTHPORT QLD 4215
Postal Address: PO Box 10485
SOUTHPORT BC QLD 4215
Phone Number: +61 (0) 7 3221 7871

Melbourne Campus:

Street Address: Level 3, 30 Church Lane
MELBOURNE VIC 3000
Phone Number: +61 (0) 3 8652 1955

Emergency Contacts

24-hour Accommodation Issues:

Brisbane and Gold Coast

Ph: +61 (0) 431 032 276

Melbourne:

Ph: +61 (0) 411 209 002