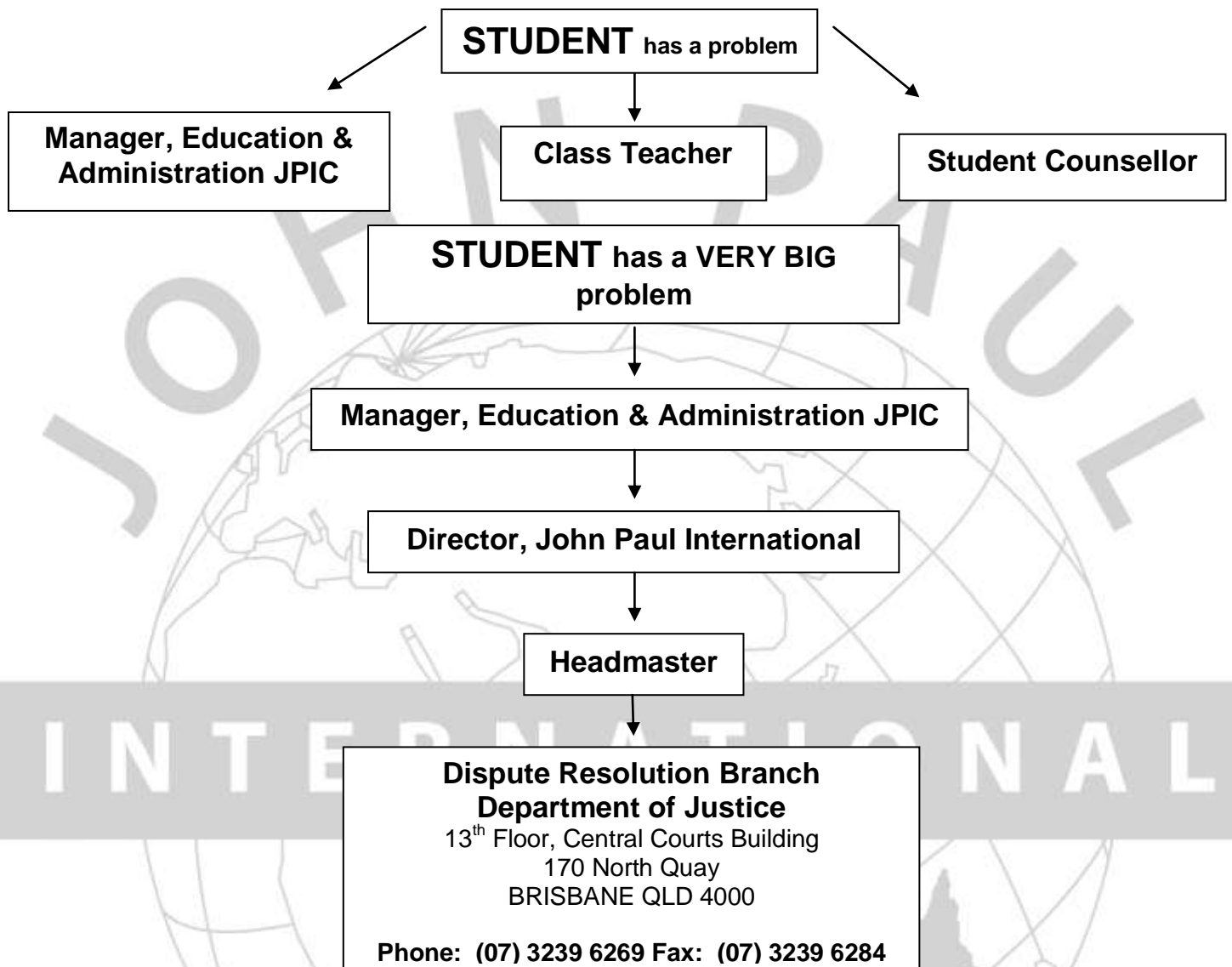


# GRIEVANCE PROCEDURES



A student:

- may nominate a support person to accompany him/her at any stage of the dispute resolution process
- has the right to be represented by a nominee if they so choose

If a student is concerned about the actions of this School / College they may approach the State Authority for CRICOS Registration. In Queensland this is the Department of Education. The Director-General of the Department of Education has the power to suspend or cancel the schools/College's registration or a course if a breach of the requirements of registration provision is proved. Concerns about the conduct of the School should be addressed to The Senior Education Officer, Office of Non-State Education, Queensland Department of Education, PO Box 15033, City East, QLD 4002. Complaints must be made in writing.

Nothing in the school's dispute resolution policy negates the right of any overseas student to pursue other legal remedies.

Every attempt will be made to resolve disputes within two weeks.

If you wish to lodge an external appeal or complain about this decision, you can contact the Overseas Students Ombudsman. The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider. See the Overseas Students Ombudsman website [www.oso.gov.au](http://www.oso.gov.au) or phone 1300 362 072 for more information.