

SMIC student fills out complaint form to lodge complaint with Student Services Officer/Manager along with other relevant

documents.

Complainant will be provided with acknowledgement of receipt within 5 working days of the complete complaint/appeal (including supporting evidence) being received.

STUDENT COMPLAINTS AND APPEAL FLOW CHART

A complaint is defined as a dissatisfaction with a treatment or service made by:

- Sydney Metropolitan International College, its trainers, assessors, or other staff
- A third-party providing services on Sydney Metropolitan International College's behalf (including, the third-party organization itself, their trainers, assessors, or other staff)
- Another learner of Sydney Metropolitan International College

Examples of complaints included, but are not limited to:

- Unfair treatment conducted by any party identified above
- State of classroom facilities, equipment or resources of Sydney Metropolitan International College or third-party organizations providing services on Sydney Metropolitan International College's behalf
- Time taken to receive feedback on academic results
- Time taken to access any service provided by Sydney Metropolitan International College or a third-party organization providing services on Sydney Metropolitan International College's behalf
- Any interaction conducted by a party identified above.

Student services will identify parties involved in the complaint, notify them and work with them to find solution.

SMIC or a third-party providing services on its behalf will make a decision on the complaint.

Complainant will be provided with written notification of the outcome, including reasons for the outcome, within 10 working days of the decision.

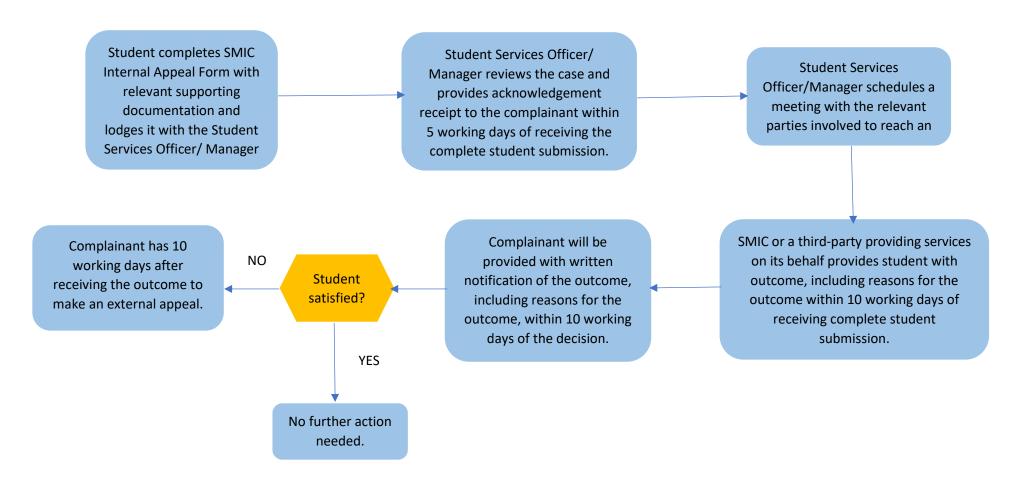
SMIC or a third party acting on the College's behalf, will complete any corrective actions within 10 working days from the decision.

YES

Complainant has 20 working Student days to make an Internal satisfied? Appeal as per the SMIC NO Internal Appeals Policy.



STUDENT INTERNAL APPEALS PROCEDURES





STUDENT EXTERNAL APPEALS PROCEDURES

