

Factsheet

Complaint & Appeal

What process do I need to follow when considering or making a complaint and appeal?

Lawson College Australia has an accessible and comprehensive policy and procedure relating to complaints and appeals: <https://lawsoncollege.edu.au/international-student-policies/>

Actions to be taken by you

If you have a complaint and appeal regarding an assessment task outcome, please follow the process in the above policy including meeting your overseas student visa conditions of attendance and course progression.

If you have a complaint and appeal situations other than assessment task outcome, including the decision outcome of your request to transfer, please refer to the above policy as to the process that is in line with the following Overseas Student Ombudsman outlined basic resolution pathway dispute for overseas students' complaint or appeal:

Basic resolution pathway dispute

Student is unhappy with Lawson College Australia's decision or action.

Student should:

- a. Check their Letter of Offer and Written Agreement
- b. Talk to Student Support Services at Lawson College Australia. If no resolution,
- c. Check Lawson College Australia's website for details about how to complain.
- d. Student lodges a complaint with Lawson College Australia.
- e. If the student is not satisfied with the outcome of their complaint, they can ask Lawson College Australia to review the decision (appeal).
- f. If the student is still not satisfied with the decision, they can contact our Office (Overseas Student Ombudsman) to lodge a complaint."

Adapted from: [Private education providers - Commonwealth Ombudsman](#)



Lawson College Australia

RTO Number: 40679
CRICOS: 03406J

Location address:

LONSDALE CAMPUS
Level-2, 228-234
Lonsdale Street
Dandenong VIC 3175

WALKER CAMPUS
53-59, Walkers Street
Dandenong VIC3175

Postal Address:

PO Box 7155
Dandenong
VIC 3175

Contact Us:

Phone: +61 3 9791 2211
Email: info@lawsoncollege.edu.au
Website: www.lawsoncollege.edu.au

Implications of complaint and appeal

Students are encouraged to discuss the situation of concern as per the above pathway dispute, including talking to Student Support or, if related to an assessment task, your Trainer and Assessor as many misunderstandings or grievances can be satisfactorily worked out via this informal method without proceeding to a formal complaint and appeal.

The process, decision outcome and communications to you will be based Policy and Procedure – Complaints and Appeal.



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