

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: [Policy-Procedure-Complaints-and-Appeals.pdf](https://lawsoncollege.edu.au/PDF/Policy-Procedure-Complaints-and-Appeals.pdf) (lawsoncollege.edu.au)

If you have a complaint and appeal regarding issues below, but not limited to, please follow the process in the above policy including meeting your overseas student visa conditions of attendance and course progression.

- course fees and refunds
- cancellation of enrolment
- deferment and suspension of studies
- incorrect advice given by an education agent
- refusing admission to a course
- transfers between courses or providers
- intention to report to Home Affairs for unsatisfactory course progress or attendance
- grades and assessments
- the academic merit of your grade or mark for an assessment task
- academic misconduct decisions
- bullying, harassment or behaviour of other students
- discrimination
- privacy
- quality of teaching
- resources or equipment available at your provider



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:

- Check their Letter of Offer and Written Agreement
- Talk to Student Support Services at Lawson College Australia. If no resolution,
- Check Lawson College Australia's website for details about how to complain.
- Student lodges a complaint with Lawson College Australia.
- If the student is not satisfied with the outcome of their complaint, they can ask Lawson College Australia to review the decision (appeal).
- 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](#)

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.

