Feedback, Complaints and Appeals Policy

1. Purpose

Edinburgh International College Pty Ltd T/A Edinburgh International College (EIC) has established this Feedback, Complaints and Appeals Policy to provide Edinburgh International College's stakeholders, including students, staff and third parties, i.e., education agents with free, clear, and accessible information on how to provide feedback, make complaints and ensuring that effective appeal processes are available to learners.

The policy aims to ensure that all learners, staff members and employees at Edinburgh International College (EIC) have access to a fair, transparent, confidential, and affordable process for handling complaints and appeals. Where necessary, students can access an independent external body.

This policy complies with the Standards for RTOs 2025 (Standards 2.6 and 2.7), the National Code 2018 (Standard 10), and the Australian consumer law.

It supports timely, equitable resolution of issues raised by students, staff, or stakeholders, recognising complaints and appeals as valuable feedback to improve EIC's training and assessment practices and informs of continuous improvement at Edinburgh International College (EIC).

The policy aims to guarantee that all complaints and feedback will be managed through a robust complaints and appeals management system that Edinburgh International College (EIC) will

- Accept feedback and complaints, appeals about EIC, third parties, i.e., education agents, and contracted personnel.
- Ensure procedural fairness is upheld by all parties involved.
- Sets and adheres to reasonable timeframes for responding to and resolving complaints and actioning appeals.
- Provides further avenues if complaints or appeals remain unresolved and/or for review by any independent party, if requested by the appellant.
- Ensure that the information about how to provide feedback, make complaints and appeals process is publicly available and easy to access for VET students.
- Support VET students throughout the process to provide feedback and lodge complaints confidently.
- Document and communicate the outcomes of complaints and appeals to all relevant parties.
- Use outcome of feedback, complaints and appeals to inform continuous improvement.

2. Scope

This policy applies to all current and prospective students, Trainers & Assessors, administrative staff, education agents and other parties acting on behalf of Edinburgh International College (EIC).

3. Responsibility

The Chief Executive Officer (CEO) and Administration Officer/Student Support Officer are responsible for implementing this policy, ensuring that all staff and students are aware of this, and that complaints and appeals are handled in accordance with the principles of natural justice, privacy, and procedural fairness.

To ensure that Edinburgh International College (EIC) provides fair, inexpensive complaints, and appeals process, EIC will:

- Manage and respond to any feedback, complaint or appeal that the international student makes regarding his or her dealings with EIC services, EIC's trainers/assessors, or other staff, EIC's education agents or any related party that EIC has arranged with to deliver the course or related services to learners. EIC does not have any arrangements with a third party to deliver the course/s.
- Decide in place for a person or body independent of internal and external to EIC to hear complaints or appeals arising from EIC's internal complaints and appeals process or refer students to an existing body where that body is appropriate for the complaint or appeal.

- Initiate appeal process if required to manage requests for a review of decisions, including assessment decisions.
- Commence on the assessment of the complaint or appeal within 10 working days of it being made and finalise the outcome as soon as practicable.
- Conduct the assessment of the complaint or appeal in a professional, fair and transparent manner.
- Take all the complaints and appeals seriously and resolve Complaints and Appeals quickly and equitably, using the principles of natural justice. The procedures for complaints and appeals will be fair, objective, and accessible.
- Identify potential causes of complaints, appeals, and take appropriate corrective action to eliminate or mitigate the likelihood of recurrence.
- Document and communicate outcome of complaint and appeals to all parties of the complaints/appellants.
- Record, acknowledge and deal with the complaints and appeals in a fair, effective, and efficient manner.

4. Definitions

Complainant refers to a person who has lodged a complaint with EIC.

Complaint means a complaint refers to a person's expression of dissatisfaction with any aspect of the services provided by Edinburgh International College (EIC) or its representatives, including training, assessment, support, facilities, interactions with staff, and services offered by education agents or related parties.

Appeal refers to the process where a student requests for the case to be reviewed if dissatisfied with a decision made by Edinburgh International College (EIC).

Appellant: A person lodging an appeal.

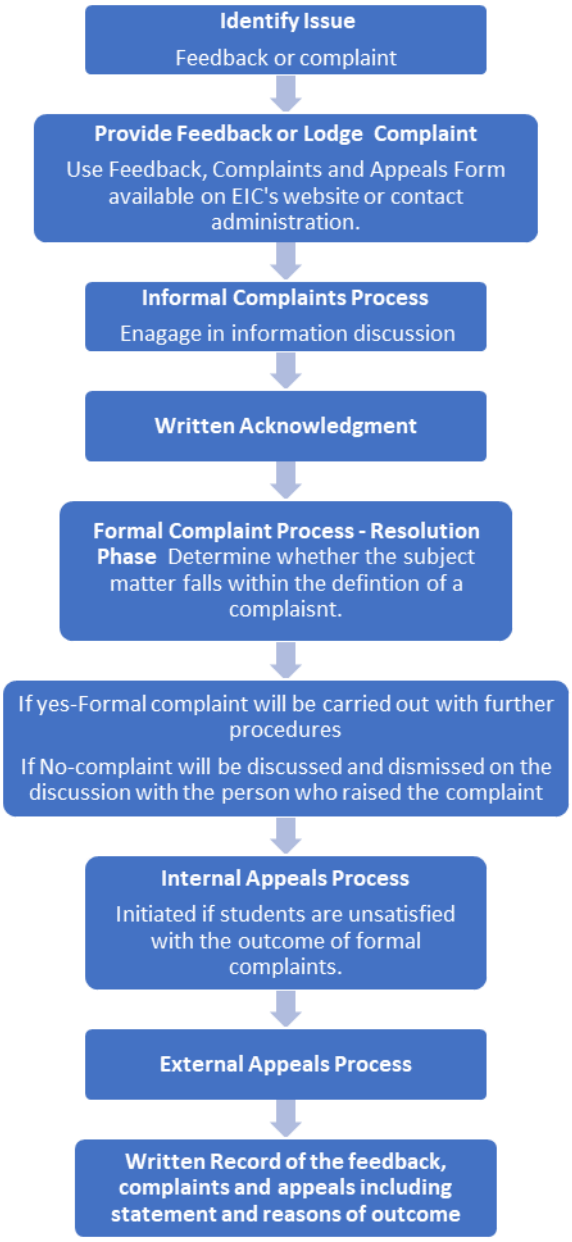
5. Procedures

Student Awareness of Feedback and Complaints Processes

- EIC will ensure all students are informed of their rights and available pathways for resolving concerns from the outset of their enrolment.
- EIC will ensure students are able to raise concerns in a safe, respectful, and supportive environment without fear of disadvantage or reprisal.
- EIC will ensure information on how to provide feedback and make complaints, and appeals through its Complaints Management/Appeals Process is:
- Publicly available and easily accessible to all students.
- Provided during pre-enrolment via marketing materials, including the Student Handbook (available on the EIC website: www.eic.edu.au).
- Communicated during the Pre-Training Review interview prior to enrolment.
- Delivered during the orientation session prior to course commencement.
- Reinforced throughout the student's learning journey by trainers, assessors, and student support staff.
- EIC will ensure students are aware of the procedures to provide feedback or make complaints, appeals decisions and are supported throughout the process.

The Chief Executive Officer (CEO) will ensure:

- All management staff, student services staff, marketing staff, trainers, and assessors are aware of this policy and its associated procedures.
- Staff implement the procedures for providing feedback, making complaints, and lodging appeals in accordance with the policy requirements.



5.1 Provide Feedback or Lodge a Complaint

- Students, staff, or stakeholders may raise concern by completing the **Feedback, Complaints, and Appeals Form available on EIC's website** www.eic.edu.au, OR request this form at the reception.
- Contacting staff directly via 03 9088 6578 / +61 0449 993 550, info@eic.edu.au/deval.nirmal@eic.edu.au, or in person at the Edinburgh International College (EIC) campus.
- Complaints and feedback can relate to conduct or decisions of staff, students, or education agents, quality or delivery of training and assessment, administrative services or enrolment processes, assessment outcomes, refund decisions, disciplinary actions.

5.2 Informal Complaint Process

Students who wish to make a complaint are encouraged to initially engage in informal discussion about the matter with the staff members involved. Any student with feedback or complaint may first raise the issue informally with the Administration Officer/Student Support Officer or Trainer and attempt an informal resolution of the complaint. Students may choose to either raise the issue verbally or by completing the Feedback, Complaints, and Appeals Form as mentioned above.

To comply with the requirements of the Standards for RTOs 2025 and the National Code 2018, informal complaints will be documented and recorded in the Feedback and Complaints Register by the Administration Officer or the Institute's representative.

All informal complaints lodged by students will be acknowledged in writing by sending an e-mail or by mail to the student. Acknowledgement letter will summarise the feedback or complaint and any other facts and expectations taken place during informal discussions with the student. Institute will maintain written records of any feedback received or informal complaints as well as formal complaints. If feedback or complaint informs of any continuous improvements, this will also be recorded in the Continuous Improvement Register maintained by the Institute.

Edinburgh International College (EIC) staff involved in the discussion of feedback and/or informal complaint or appeal will do their best to resolve the matter efficiently, ensuring outcomes are provided within 30 calendar days. If EIC determines that more than 30 calendar days are needed to process and resolve a complaint or appeal, the complainant or appellant will be notified in writing. This notification will include the reasons for the extended timeframe. EIC will also provide regular updates on the progress of the matter until it is finalised. Students who are not satisfied with the outcome of the complaint will be advised to register a formal complaint.

What can a complaint be about?

A complaint can be about:

- The conduct or decisions of staff, students, or education agents
- The quality or delivery of training and assessment
- Administrative services or enrolment processes
- Breaches of policy or unfair treatment
- Assessment outcomes, Refund decisions, disciplinary actions

5.3 Formal Complaint Process

Students who are not satisfied with the outcome of informal feedback or complaint process can register a formal complaint in writing to Administration Officer/Student Support Officer/Complaints and Appeals Officer. Students can also send an email alternatively to info@eic.edu.au/deval.nirmal@eic.edu.au.

Edinburgh International College (EIC) provides multiple accessible channels for lodging feedback, complaints, and appeals, including the Feedback, Complaints, and Appeals Form available on EIC's website, via email, in-person via EIC's trainers and other staff members on campus, or with the assistance of a support person. Support is also available for students with language, disability, or other accessibility needs. Impartiality is maintained by ensuring that staff involved in the investigation or resolution of feedback, complaints, or appeals are not the same staff who were involved in the original issue or decision under dispute.

Lodging a complaint

To register a formal complaint, students must complete the "Feedback and/or Complaints section" of the student's "Feedback, Complaints, and Appeals Form" and submit it to the Administration Officer/Student Support Officer/Complaints and Appeals Officer, providing:

- A clear and detailed statement of the feedback or complaint, including the parties involved.
- A suggested solution that the student believes would resolve the complaint (e.g., an appropriate solution should focus on achieving a productive study environment or relationship, rather than assigning blame).
- A suggested solution outlining how the student believes the feedback can contribute to improvement.

The resolution phase: Administration Officer/Student Support Officer/Complaints and Appeals Officer will determine whether the subject matter falls within the definition of a complaint. This period is called the resolution phase.

If a complaint falls outside the definition of complaints, Administration Officer/ Student Support/Complaints and Appeals Officer will advise the Complainant/Appellant accordingly. Complaints and Appeals Officer may dismiss a complaint if a complaint is found to be outside the scope of this procedure, or lacking sufficient grounds or evidence to proceed, the Complainant/Appellant will be notified with clear reasons and advised of further options if appropriate.

If a complaint falls within the definition of complaints, the following procedures will take place.

- **Acknowledging the Lodging of a Feedback or Complaint -** Each formal complaint lodged by a student will be acknowledged in writing. The acknowledgement will be provided to the student in person and/or sent through an email or by post in writing by the Administration Officer/Student Support Officer/Complaints and Appeals Officer, or Institute's representative.

  The complaint will be forwarded to action by the relevant department (if required) as soon as practicable and will not take more than 10 working days. Parties to a complaint will not be part of the investigation team.

- **Recording Feedback or Complaint -** Details of the feedback or complaints will be recorded in the Feedback, Complaint and Appeals Register, and a copy of the Form and outcome will be placed in a File. The original complaint will be forwarded to the Administration Manager, depending upon the nature where required (for the internal appeals process).

  Acting on Complaint - All parties concerned will be contacted for investigation. Complainant/Appellant will be given an opportunity to respond and present their case with supporting evidence.
  Administration Officer/Student Support Officer/Complaints and Appeals Officer will set an agenda for the meeting and discuss what steps should be taken.

- **The right to be accompanied by a support person during the complaints/appeals process:** Parties making a complaint will be invited for a meeting and each involved party may be accompanied and assisted by a support person, according to the principles of natural justice. There will be an attempt to resolve the complaint by using the process outlined by the Complainant/Appellant for settlement (if appropriate) or through meeting, mediation and/or conciliation.

  All the information will be gathered as required to assist with the settlement of the complaint, including providing the respondent with the statement of the complaint and all the relevant documents.
  Complaints will be investigated thoroughly in the spirit of natural justice and principal fairness. The best possible resolution will be achieved by keeping a Complainant/Appellant-centered approach based on the facts and documents.

Time frame - The person providing feedback or making a complaint will be informed of the outcome in writing, and all complaints will be finalised within 30 calendar days. If Edinburgh International College (EIC) determines that more than 30 calendar days are needed to process and resolve a complaint or appeal, the complainant or appellant will be notified in writing. This notification will include the reasons for the extended timeframe. EIC will also provide regular updates on the progress of the matter until it is finalised.

Where Edinburgh International College (EIC) determines that additional time is required to process and finalise a complaint or appeal, the complainant or appellant will be informed in writing of the reason for the delay. EIC will ensure that regular updates are provided via email or telephone and that the matter is addressed within a time frame that is reasonable, fair, and transparent.

At the conclusion of the resolution phase, the Administration Officer/Student Support/Complaints and Appeals Officer will write to both the Complainant and the respondent, indicating the outcome of the process and specifying any action that has been agreed upon by the parties as part of that process.

Complainants have the right to appeal within 20 working days of the complaints if dissatisfied with the outcome.

If a student is dissatisfied with the outcome of the formal complaint process, students may initiate an internal appeal process by completing appeals section of the Feedback, Complaints and Appeal Form from the website www.eic.edu.au or student administration.

5.4 Internal Appeals Process

In line with Standard 2.8 of the Standards for RTOs 2025, Edinburgh International College (EIC) has an Appeals Management System that enables students to appeal decisions made by EIC, its third parties (e.g., education agents), or any person employed or contracted by EIC, where such decisions adversely affect the student.

Internal appeals may arise from several sources, including appeal against refund decisions, assessment outcomes, appeals against disciplinary actions and appeals against decisions arising from the complaints. The essential nature of an appeal is that it is a request by a student who is dissatisfied with the outcome to reconsider a decision made by EIC.

An Internal Appeal Process is initiated by a student lodging an Appeal by completing the "Appeals section" of the "Feedback, Complaints and Appeals Form" available publicly on EIC's website www.eic.edu.au and/or from the Student Administration.

Acknowledging the Lodging of a complaint - Appeals will be acknowledged by sending written confirmation to the Appellant, which will be done by the Administration Officer/Student Support Officer or Institute's Representative.

Consideration of Appeal by Appeals Officer/Administration Manager/Student Support Officer

Where an appeal relates to the following matters, students must apply by completing appeals section of the Feedback, Complaints and Appeals Form within 20 working days:

- Notification of an intention to report the student to the Department of Home Affairs (DHA) due to unsatisfactory Course Progress.
- Notification of an intention to suspend or cancel a student's enrolment due to misbehavior, or other extenuating circumstances (ref. Student Code of Conduct for details available in Student's Handbook on EIC's website www.eic.edu.au).

Time Frame and Acting on an Appeal

Within 10 working days of receiving the complete Feedback, Complaints and Appeal Form, the Chief Executive Officer (CEO) will appoint an Investigator or convene a Complainant/Appellant Appeal Committee to hear the appeals and propose a final resolution. This Investigator or Committee will not include any person who has heard the original complaint.

The Administration Officer/Student Support Officer or Appeals Officer is responsible for formally acknowledging receipt of the appeal, coordinating ongoing communication with the Appellant, assisting the Appellant throughout the process (such as arranging a support person or interpreter if required), and ensuring the process is conducted fairly, transparently, and within the designated timeframes. The Investigator or the Student Appeals Committee will:

a. Meet with the Appellant (and support person, if present) and provide the Appellant with an opportunity to present their case with any supporting evidence provided in the meeting at minimal or no cost. At any given meeting to discuss an appeal, Appellant will be given the opportunity to be accompanied and assisted by a support person.

b. At the conclusion of the meeting, students will be informed about the timeframe within which the institute will provide a written outcome of the appeal. The timeframe will generally be 10 working days. After the meeting, the Investigator or Committee will, impartially, consider all the evidence and decide.

Student Appeal Committee

- *Chief Executive Officer*
- *Administration Manager*
- *Investigator or nominee appointed by the CEO*

**Edinburgh International College (EIC) will ensure that the assessment of the complaint or appeal is conducted in a professional, fair, and transparent manner.*

The outcome will be documented and will include the reasons for the decision. If the decision goes against the student, the outcome will include information for the student about his or her right to an external appeal. Details of the suitable external appeal bodies will be made available to the student with information at no cost associated with that.

If it becomes apparent that an appeal will require an extended period to be resolved, the appellant will be notified in writing, including the reasons for the extended timeframe. EIC will ensure the student is kept regularly informed via email or telephone of progress, and that the appeal is managed within a time frame that is reasonable and fair.

Recording the appeal: Edinburgh International College (EIC) will keep a written record of the complaint or appeal, including the statement of the outcome and the reasons for the outcome with the signature and date of the student and Complaints and Appeals Officer.

A written statement of the outcome of the internal appeal, including detailed reasons for the outcome will be sent to the student.

If the matter remains unresolved or the student is unsuccessful or dissatisfied with the outcome:

There may be cases where a matter remains unresolved after the implementation of the above procedures and the internal appeals process has been exhausted, or where a student is not successful in EIC's internal complaints and appeals process. In such instances, the Institute will, within 10 working days of concluding the internal review, advise the Complainant/Appellant of their right to access an external complaints-handling and appeals process, and will provide avenues for review by an independent party, if requested by the Appellant.

This process will be provided at no additional cost by the EIC, where the student is dissatisfied with the outcome or the matter remains unresolved.

Note: Students' enrolment will be kept active until both internal and external appeal is concluded.

5.5 External Appeals Process

After the student has been advised of the external complaint handling process and procedure, Edinburgh International College (EIC) will provide Complainant/Appellant with contact details of the appropriate complaints handling and external appeals body. This includes:

Commonwealth Ombudsman offers free and independent service for resolving complaints.

The Office of the Commonwealth Ombudsman (the Ombudsman) does not make new decisions about a complaint. Instead, it checks how a decision was made and can suggest ways to improve the decision or process.

The Ombudsman can assist in resolving complaints by investigating the process of provider, i.e., if EIC does not change their decision or offer a better explanation of the decision.

In most cases, the purpose of the external appeals process is to consider whether the registered provider, i.e., Edinburgh International College (EIC) in this case, has followed its policies and procedures, rather than decide in place of the institute. External appeal authority will be provided with sufficient information within the timelines requested.

For example, if an international student appeals against his or her subject results and goes through the internal appeals process of the institute, the external appeals process by Commonwealth Ombudsman would look at the way in which the internal appeal was conducted; it will not decide what the subject result should be.

Commonwealth Ombudsman contact details are:

- **Email**: ombudsman@ombudsman.gov.au
- **Contact Number:** 1300 362 072, Phone service is available from 10:00 am to 4:00 p.m. on Monday, Tuesday, Thursday, Friday and from 10:00 to 2:00 pm on Wednesdays.
- **Online -** You can access their online form 24 hours a day.
- **Office -** Level 2, 452 Flinders Street, Melbourne, Victoria 3000.
- **For enquiries made from outside of Australia,** please call +61 2 5117 3600.

For further information, please visit http://www.ombudsman.gov.au/.

Outcome

Complaints outcomes will be entered into the Feedback Complaints & Appeals Register after external appeals have given a decision and a copy of all relevant documents will be added to the file.

If the internal or any external complaints handling or appeal process results in a decision or recommendation in favour of the overseas student, Edinburgh International College (EIC) will immediately implement the decision or recommendation and/or take the preventive or corrective action required by the decision and advise the overseas student of that action or outcome.

Examples of an external or independent body or person may include:

- private conciliators or dispute resolution counsellors
- a complaints and appeals body established by a peak industry body
- representatives of Commonwealth and state or territory government departments, including the Office of the Training Advocate; or
- Commonwealth and state or territory offices of the Ombudsman may be the appropriate body for a public provider.

Continuous Improvements

Feedback and complaint outcomes will be analysed to identify opportunities for improvement.

Edinburgh International College (EIC) will implement changes to policies, procedures, training, and services where necessary to enhance student experience, organisational effectiveness and to provide students with best quality training and delivery services.

Appeals related to Cancellation of Enrolments

Where a student has decided to access the appeals process in relation to cancellation of their enrolments. EIC will not update the student's status or report to the Department of Home Affairs (DHA) via PRISMS until the appeal process is completed.

Edinburgh International College (EIC) will maintain all relevant responsibilities until:

- The internal and external complaints processes have been completed, and the breach has been upheld.
- Overseas students have chosen not to access the internal complaints and appeals process within the 20 working day period.
- Overseas students have chosen not to access the external complaints and appeals process.
- Overseas students withdraws from the internal or external appeals process, by notifying the institute in writing.

Note: * Please note that the following procedures do not remove your right to seek other dispute resolution services, or to seek other legal remedies, provided by external bodies, such as the Dispute Settlement Centre of Victoria, Consumer Affairs Victoria, or the Victorian Equal Opportunity and Human Rights Commission.

Students Rights as Consumer

Complaints and Appeals Policy, and Procedure do not remove the right of students to act under Australia's consumer protection laws.

Important Contacts

Staff	Contact details	What assistance they can provide
Student Support Officer/Complaints and Appeals Officer	info@eic.edu.au/deval.nirmal@eic.edu.au	Your contact to provide feedback & manage complaints.
Appeal committee - Chief Executive Officer - Administration Manager - Investigator or nominee appointed by the CEO	info@eic.edu.au/deval.nirmal@eic.edu.au	If you are not satisfied with the outcome of a complaint. You can lodge an appeal with the appeals committee.
Commonwealth Ombudsman	In Australia 1300 362 072 Outside Australia: +61 2 5117 3600.	External appeals
Australian Skills Quality Authority	https://www.asqa.gov.au/	Complaints about providers and their practices

Appendix 1

Edinburgh International College (EIC) Complaints and Appeal Quality Checklist

Edinburgh International College (EIC) staff must follow this checklist when handling complaints and appeals and must pay close attention to timelines, as any delay in resolving the issue may cost goodwill to the organisation.

Process Stage	Action	Timeline	Completed (Please tick)
Complaints lodgement	Formal complaint is received, and the correct complaint and appeal form is provided	As soon as complaint is raised with staff and informal process is completed	
	Fully completed form is received from the complainant and all fields are completed	As soon as practicable	
Acknowledgement and records	Complaint is acknowledged and written acknowledgement is sent to the Complainant/Appellant.	As soon as practicable or preferably in 3 days of receipt	
	Further contact is made if the complaint information is insufficient.	As soon as practicable or preferably in 3 days of receipt	
	Complaint is lodged in the complaint register.	As soon as practicable or preferably in 3 days of receipt	
Investigation	Resolution phase - Complaint is checked if the matter falls within the definition of complaint for further investigation	As soon as practicable, but should not take more than 10 working days.	
	Complaint is forwarded for action to the relevant department (if required). Parties to complaints cannot be part of the investigation team.	As soon as practicable, but should not take more than 10 working days	
	All concerned parties are contacted for investigation. Student is given an opportunity to present his/her case and respond at minimal or no cost.	As soon as practicable or within 3 days of receipt	
	Parties making complaints are invited for a meeting and an option of bringing a support person is provided.	As soon as practicable or within 3 days of receipt or	
	Complaints are investigated thoroughly in the spirit of natural justice and principle fairness. The best possible resolution is	As soon as practicable, but no later than 30 working days of complaints.	

	achieved keeping student centered approach and fact based.		
Outcome	Complaint outcome is received and communicated to all the parties with the advice on the right to appeal within 20 days of the complaint if dissatisfied with the outcome	As soon as practicable, but no later than 30 working days	
	Where it is apparent that a complaint will take more than 30 working days, the complainant or appellant is informed in writing, including reasons why more than 30 working days are required, and are regularly updated on the progress of the matter.	As soon as practicable and must inform well before 30 working days of the complaints resolution deadline.	
	Outcome is recorded in the complaint register	As soon as practicable	
Internal appeals	If dissatisfied with the outcome, Complainant/Appellant are advised to lodge a complaint within 20 working days of the complaint outcome.	Within 20 working days	
	Appeal is acknowledged by sending written confirmation to the complainant	As soon as practicable or within 3 days of receipt	
	Appeals are sent to the appeal committee.	As soon as practicable but should not take more than 10 working days.	
	Along with Appeal Committee, an Investigator is appointed to hear the appeal. Complainant/Appellant are given an opportunity to present their case with supporting evidence accompanied or assisted by a support person at any relevant meetings.		
	Appeals are investigated thoroughly in the spirit of natural justice and principle fairness	As soon as practicable and no later than 30 working days of the appeal.	

	Where it is apparent that appeals will take more than 30 working days, appellants are informed in writing, including reasons why more than 30 working days are required and are regularly updated on the progress of the matter.	As soon as practicable and must inform well before 30 working days of the complaints resolution deadline.	
	Internal appeal is complete. Outcome is recorded in the complaints and appeals register with reasons and is placed in file. Complainant/Appellant are provided with a written statement and detailed reason of the outcome of internal appeal	Within 30 working days	
	Student's enrolment is kept active until the internal appeal and external appeal is concluded.	Until the external appeal is finalised	
	If the student is dissatisfied with the outcome, the Student is informed about his/her right to access an external complaint handling and appeals process at minimal or no cost. An external body can be the Commonwealth Ombudsman (it is free of cost).	Within 10 working days of completion of internal complaints handling and appeals process.	
External appeals	Student is advised of the rights to access an external complaint handling and appeals process without any cost charged by EIC.	Within 10 working days of concluding the internal review	
	External appeal authority is provided with sufficient information within the due timelines requested.	As soon as practicable or timelines specified by an external agency	
	A student's enrolment is kept active until the external appeal is concluded.	Until the external appeal is finalised	
	Complaints outcome is entered into the complaints register after external appeals and a copy of all the relevant documents is attached.	Preferably within 3 days of receipt or as soon as practicable	

	Edinburgh International College (EIC) implements the decision/ recommendation and takes preventive/corrective action required by the decision.	As soon as practicable	
	Complainant/Appellant are advised about the decision and action	As soon as practicable	
	Written record of the complaint or appeal and statement of the outcome is kept and maintained by EIC.	As soon as practicable	

Appendix 2

Feedback and Complaints Form

Personal Details:	
Full Name:	
Position of Complainant:	
Phone No:	
Email:	
Address:	
If the complainant is a student, please provide the following details:	
Student ID:	
Course Name:	
USI no:	
Date:	
Feedback Details This section may be used to provide general feedback, suggestions for improvement, or to raise concerns.	
Feedback type: ☐ Positive feedback	

☐ Suggestion for improvement

☐ Concern regarding service delivery

☐ Other (please specify)

Feedback summary:

How do you believe this feedback can contribute to improvement?

Complaint Details

Date the cause of complaint occurred: _____

Reason for the complaint:

- ☐ Academic matters (teaching, assessment, course content)
- ☐ Student services or support
- ☐ Fees, refunds, or financial matters
- ☐ Behaviour or misconduct
- ☐ Other, please specify

Have you complained about the issue before?

☐ Yes (If yes, please give the date, the complaint was lodged, Date: _____)

☐ No

Complaint Summary

(Please give a detailed explanation of the complaint and attach any supporting evidence. Also, provide explanation on how you believe this complaint can be resolved)

Declaration

(Complainant's information will remain confidential, protected and will only be utilised in accordance with the Edinburgh International College's Privacy Policy)

☐ All the information provided in this form is correct and accurate to the best of my knowledge.
☐ I am happy to attend any meeting with relevant persons required to resolve the issue.
☐ I understand that if I am dissatisfied with the decision after the internal appeal procedures, I can seek assistance from an external complaints handling body, i.e., Commonwealth Ombudsman, free of cost.
☐ I acknowledge that any feedback I have provided will be considered in the Edinburgh International College (EIC) continuous improvement processes and may contribute to improvements in services or operations.

Signature: _____Date: _____

***OFFICE USE: (*marked items to be filled up by staff or complaint handling party)**

***Receiving staff member:**	

***Date:**	
***Method of lodgment**	☐ Email ☐ Mail ☐ In Person
***Name of the members empaneled to resolve the issue**	
***Actions proposed by the panel/ determined resolution**	
***Implementation of Proposed action by:**	☐ Continuous improvement Request. ☐ Counselling by the relevant persons. ☐ Change of any service or member. ☐ External Counselling agency ☐ Referred to: ☐ Other (Please specify)
Feedback logged in Continuous Improvement Register:	☐ **Yes** ☐ **No**
Improvements/changes implemented:	
Date of Resolution	Xx/xx/xxxx
***Outcome**	☐ Successful ☐ Unsuccessful
***Method to communicate the outcome**	☐ Email

with the complainant	☐ Mail ☐ In Person
***Response of complainant**	☐ Agrees and accepts the decision made by the panel (The student signs the acceptance, and the record is placed in the student's admin file) ☐ Disagrees and unhappy (EIC will contact the student to help him/her access services of the Commonwealth Ombudsman)

Declaration by Complainant (Please read and tick before signing it):

☐ I acknowledge that the outcome of the complaint lodged by me has been informed to me.

☐ I acknowledge that any feedback I have provided has been recorded and may be considered in EIC's continuous improvement processes.

☐ I agree with the decision made by the panel, and I am happy to accept it.

OR

☐ I disagree with the decision made by the panel and would like to escalate it to an external body, and I have been advised of all the required information in this regard.

Signature: _____

Date: _____

Edinburgh International College's Representative

Name: _____

Signature: _____

Date: _____

Appendix 3

Appeals Form

Personal Details:	
Full Name:	
Position of Appellant:	

Phone No:	
Email:	
Address:	
If the Appellant is a student, please provide the following details	
Student ID:	
Course Name:	
USI no:	
Date:	

Appeal details

Note: an application for review must be received within 21 working days of being notified of the decision.

Grounds for Appeal (tick one or more):

☐ New evidence is available that was not considered
☐ Policy or procedure was not correctly followed
☐ The decision was unfair or unreasonable
☐ Other (please specify): _____

Date to which this appeal refers to: _____

Reason for the appeal:

- ☐ Assessment outcome
- ☐ Academic Progress Outcome
- ☐ Feedback/Complaint Outcome
- ☐ Discipline/misconduct
- ☐ Any outcome of any application for request

- ☐ Any disciplinary action taken against you.
- ☐ Other (please specify below)

Appeal Summary

(Please give a detailed explanation of the appeal/ request for review. In your response, please specify the grounds on which you are seeking a review of the decision, outline your reasons in a clear and concise manner, and include any additional evidence you believe should be taken into consideration. Specify the outcome you are seeking and attach all relevant supporting documents. Finally, explain how you believe this matter can be effectively resolved)

Declaration

Appellant's information will remain confidential, protected and will only be utilised in accordance with EIC's Privacy Policy)

☐ All the information provided in this form is correct and accurate to the best of my knowledge.
☐ I am happy to attend any meeting with relevant persons required to resolve the issue.
☐ I understand that if I am dissatisfied with the decision after the internal appeal procedures, I can seek assistance from an external complaints/appeals handling body, i.e., Commonwealth Ombudsman, free of cost.
☐ I acknowledge that any feedback I have provided will be considered in the Edinburgh International College (EIC) continuous improvement processes and may contribute to improvements in services or operations.

Signature: _____Date: _____

***OFFICE USE: (*marked items to be filled up by staff or appeal handling party)**	
***Receiving staff member:**	
***Date:**	
***Method of lodgment**	☐ Email ☐ Mail ☐ In Person
***Name of the members empaneled to resolve the issue**	
***Actions proposed by the panel/ determined resolution**	
***Implementation of Proposed action by:**	☐ Continuous improvement Request. ☐ Counselling by the relevant persons. ☐ Change of any service or member. ☐ External Counselling agency ☐ Referred to: ☐ Other (Please specify)
Feedback logged in Continuous Improvement Register:	**☐ Yes ☐ No**

Improvements/changes implemented:	
Date of Resolution	Xx/xx/xxxx
***Outcome**	☐ Successful ☐ Unsuccessful
***Method to communicate the outcome with the appellant**	☐ Email ☐ Mail ☐ In Person
***Response of appellant**	☐ Agrees and accepts the decision made by the panel (The student signs the acceptance, and the record is placed in the student's admin file) ☐ Disagrees and unhappy (EIC will contact the student to help him/her access services of the Commonwealth Ombudsman)

Declaration by Appellant (Please read and tick before signing it):

☐ I acknowledge that the outcome of the appeal lodged by me has been informed to me.

☐ I acknowledge that any feedback I have provided has been recorded and may be considered in EIC's continuous improvement processes.

☐ I agree with the decision made by the panel, and I am happy to accept it.

OR

☐ I disagree with the decision made by the panel and would like to escalate it to an external body, and I have been advised of all the required information in this regard.

Signature: _____

Date: _____

Edinburgh International College's representative

Name: _____

Signature: _____

Date: _____