SUNSHINE COAST INTERNATIONAL COLLEGE

SCIC's Complaints & Appeals Flowchart

1

Speak to:
your teacher
or
Student Services Officer

→ **Complaint Resolved**

↓

2

Speak to:
the Manager
(You may bring a support person to this meeting)

→ **Complaint Resolved**

↓

3

Submit a Complaint Form
and meet with the Manager while complannt is being invrestigated, if needed
(You may bring a support person to this meeting)

→ **Complaint Resolved**

Complaint rejected ↓

4

Submit an Appeal Form
and meet with the Appeal Committee while appeal is being invrestigated, if needed
(You may bring a support person to this meeting)

→ **Complaint Resolved**

Appeal rejected ↓

5

Contact **the Commonwealth Ombudsman** to access their investigation mechanisms.

The Commonwealth Ombudsman
GPO Box 442, Canberra ACT 2601
https://www.ombudsman.gov.au/
Phone: **1300 362 072**

Nearest office location:
Level 20, 60 Castlereagh Street, Syndey NSW 2000

This is a fee service.

→ **Complaint/ Appeal upheld**
in student's favour

OR

→ **Complaint/ Appeal rejected**
In SCIC's favour