

# Procedures for Requests, Complaints & Appeals

We are keen that you should have the best possible learning experience during your enrolment in your English language course. Thus, if you have a request, a complaint or another kind of problem, there are a number of people who can try to help you find a solution.

The following procedures guide you through UWA CELT's steps for making a request or a complaint or submitting an appeal to a decision. We ask you to follow these steps so we can find the best possible solution. You may, if you wish, bring a friend to give you moral support to any meeting. We promise to listen carefully, to take your situation seriously, to treat you fairly and, if necessary, to investigate your case thoroughly.

## Academic matters

If you are concerned about your studies at UWA CELT, we encourage you to discuss your concerns with the relevant person. If you wish to talk to a member of UWA CELT's management staff, please make an appointment with UWA CELT's receptionist.

### 1. Academic Progress

#### Step 1

- Class teacher - Talk to your class teacher first as he or she knows both the class program and your progress best.

#### Step 3 (further academic advice)

- Leah Rosales  
**ELICOS Programs Coordinator**  
Room G.06A, West Claremont  
Office Hours : 8:30am - 4:00pm

#### Step 2 (for study plans)

- Leah Rosales / Janelle Tholet  
**ELICOS Programs / Bridging Course Coordinators**  
Room G.06A, West Claremont  
Office Hours : 8:30am - 4:00pm

### 2. Change of class

- Leah Rosales / Janelle Tholet  
**ELICOS Programs / Bridging Course Coordinators**

### 3. Academic appeals/deferment of studies/sponsored student matters/other academic related matters

- Anne-Marie Wright  
**Director of Studies**

# Non-academic matters

If you are concerned about a non-academic matter, we encourage you once again to discuss your complaint with the person responsible for the subject of your concern. If you wish to talk to Student Adviser (Mrs Lai) or to a member of UWA CELT's management staff, please make an appointment with UWA CELT's receptionist.

## 1. Accommodation issues

### **Enrolments Officer**

UWA CELT Administration

Office Hours: 8:30am – 4:15pm

## 2. Financial matters/administration matters

UWA CELT's terms and conditions for the refund or transfer of fees can be found on page 3 of our Enrolment Form or you can go to the following page on the internet: [www.celt.uwa.edu.au/courses/?a=2439906](http://www.celt.uwa.edu.au/courses/?a=2439906)

- Shiau Lin Seah Barnett

### **Centre Manager**

UWA CELT Administration, East Claremont

Office Hours: 8:30am – 4:00pm

## 3. Visa matters/health cover/post UWA CELT study plan/personal problems

- Mrs. Lai

### **Student Adviser**

Room 112, West Claremont

Office Hours: 8:30am – 4:00pm

UWA CELT wants you to feel safe and to be well treated on campus and in society. If an occasion arises where you feel you have been treated unfairly or wrongly, this information tells you who you can talk to about it:

## 4. Behaviour of another University student

**Refer to** class teacher or reception (who will refer you to the right person).

## 5. Behaviour of a member of UWA staff

### **Step 1**

- For Teaching Staff:

Anne-marie Wright

**Director of Studies**

- For Administrative Staff:

- Shiau Lin Seah Barnett

Centre Manager

### **Step 2 (for all staff)**

- Callum Cowell

**Director**

# Appeals Process

If you remain dissatisfied after taking any of the steps listed, there are other people to whom you can speak. We encourage you to take the following steps:

## Internal Appeal

### Step 1

If you still remain concerned about academic or non-academic matters after talking to the relevant staff member about any of the above issues, make an appointment with the Personal Assistant to the Director, Room 125 in the West Claremont building for a meeting with:

- Callum Cowell

#### **Director – UWA CELT**

Office Hours: 9:00am – 5:00pm

### Step 2

- Complaint Resolution Unit

Phone: (+61 8) 6488 8547

Fax: (+61 8) 6488 1075

Email: [complaints@uwa.edu.au](mailto:complaints@uwa.edu.au)

## External Appeal (if the matter is unresolved after following the above step)

### Step 3

#### **External Conciliator**

If after trying to resolve the issue internally you remain dissatisfied, you can contact the external conciliator. The Office of the Conciliator is usually staffed 3 days a week. You must make an appointment before going to the office.

- Thalia O’Sullivan

International Education Conciliator

The Department of Education Services

Level 9, 20 Walters Drive

Osborne Park WA 6017

Tel: (+61 8) 9441 1900

Fax: (+61 8) 9441 1901

Email: [conciliation@des.wa.gov.au](mailto:conciliation@des.wa.gov.au)