


Australian Institute of Language – Complaints and Appeals Policy

Complaints and Appeals Process for Students

At ALL, we take complaints and appeals seriously. If you are unhappy with a decision, follow these steps to resolve the issue in a clear and structured manner.


Step 1: Informal Complaint (Resolve the Issue Directly)

 Timeframe: As soon as possible


1. Speak with the person involved (e.g., trainer, staff member).
2. If the issue is not resolved, talk to our Student Service Team.
3. The Student Service Team will provide a response within 10 working days.

 If the issue is not resolved, move to Step 2.


Step 2: Formal Complaint

 Timeframe: 10–15 working days

1. Fill out the Complaints and Appeals Form
2. Submit the form via email or in person to the Student Service Team.
3. Receive a written acknowledgment within 10 working days.
4. ALL will investigate and provide an outcome within 20 working days.
5. If more than 20 working days is required, ALL will provide a written explanation and regular updates.

 If you are not satisfied with the outcome, move to Step 3.

Step 3: Appeal the Decision

 Timeframe: 20 working days

1. If you disagree with the decision, you may submit an internal appeal within 20 working days.
2. Our Compliance team will review your case.
3. You will receive a final decision within 20 working days.

 If you are still not satisfied, move to Step 4.

Step 4: External Appeal

 Timeframe: Varies (depending on the external body)


If you are still unhappy with the appeal decision, you may take your complaint to an external agency. Options include:

- Resolution Institute: <https://www.resolution.institute>
- Dispute Settlement Centre of Victoria: <https://www.disputes.vic.gov.au>
- Overseas Students Ombudsman: <https://www.ombudsman.gov.au>

ALL will implement any external recommendations within 10 working days.

Important Notes

- You will remain enrolled while your complaint or appeal is being processed.
- All complaints and appeals are kept confidential.
- No fees are charged for submitting a complaint or appeal.
- All documentation is stored for 2 years.

 Need help? Contact the Student Service Team at admin@ail.edu.au

Complaints & Appeals Form

Before lodging a formal complaint, students are encouraged to resolve the issue informally.

Completed Complaints & Appeals Forms should be submitted to the Student Service Team in person or via email: admin@aill.edu.au

Please tick the appropriate box:

Complaint Internal Appeal

Name:

Date:

Position: Student Other (Specify):

Contact Phone No.

Email:

Course Undertaking (if applicable):

Date/s of event complaint refers to:

Describe your complaint or Appeal (Include dates, time and other people involved if appropriate) - (You may wish to attach further documentation).

What have you done to resolve the complaint?

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What would you like to see happen as a result of this complaint?

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(If complaint received in person) I agree that all the information provided is true and correct.

| | | | |
|-------------------|--|--------------|--|
| Signature: | | Date: | |
|-------------------|--|--------------|--|

OFFICE USE ONLY

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|--------------------------|--|
| Name of Support Officer: | |
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|-------------------|--|--------------|--|
| Signature: | | Date: | |
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