

Sarina Russo Institute treats all student complaints and appeals as urgent. A resolution dispute process will occur in a timely manner provided that Sarina Russo Institute is informed of the complaint or appeal. To assist Sarina Russo Institute in helping to resolve a complaint or appeal, we request that the following procedure be followed.

Complaint or Appeal Procedure	
	1. Talk to a staff member
If Unhappy	2. Write down your problem and submit your formal written complaint to: RTO Director
If Unhappy	3. Lodge appeal to the Chief Executive Officer (CEO)
If Unhappy	4. Contact an Independent External Body

- You have the right to be accompanied by a support person of your choice at any stage. Your student enrolment will be maintained while the complaint or appeal process is ongoing.*
- Please Note - International Students only:** If your complaint or appeal is regarding an Intention to Report Breach of Student Visa notice, go directly to Step 2. You have **20 Working Days** to lodge an appeal before you will be reported to the Secretary of the Department of Education and Training. This will alert the Department of Home Affairs.

- Complainants may raise an informal complaint by contacting any staff member.
- Should the issue not be resolved to your satisfaction, then a complaint or appeal must be submitted in writing, including any supporting evidence, in the form of a letter or an email, clearly marked “to the attention of” RTO Director. The complaints handling process will commence within 10 working days of the receipt of the formal complaint or appeal and all reasonable measures will be taken to finalise the process as soon as practicable.
- If a complainant is dissatisfied with the outcome of their formal complaint or appeal they may lodge an appeal with the Education Group CEO within 20 working days of receiving notification. The Education Group CEO will appoint an appropriate person or committee (who is independent from the complaint or appeal) to consult with the complainant and other relevant parties within 10 working days.
- If it is not possible to resolve the dispute internally, independent mediation can be arranged through the following bodies:

**International Students**  
**Overseas Students Ombudsman**  
www.ombudsman.gov.au  
ombudsman@ombudsman.gov.au  
PH 1300 362 072 within Australia  
+61 2 6276 011 outside Australia  
GPO Box 442 Canberra ACT 2601

**Domestic Students**  
**QLD State Ombudsman**  
www.ombudsman.qld.gov.au  
  
**Commonwealth Ombudsman**  
www.ombudsman.gov.au