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“To create the world's most accessible and innovative language school that changes lives through education.”

English Path

Complaints, Disputes and Appeals Policy

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Introduction

The ELICOS Counselling Staff Policy at Green Academy Pty Ltd trading as English Path Australia herein after known as English Path ensures qualified counsellors provide accessible academic and welfare support to students. It outlines procedures for offering free counselling services, ensuring compliance with ELICOS Standards 2018, and supporting students with personal and academic challenges during their studies.



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Contents

1. Purpose..... 3

2. Definitions 3

3. Responsibility 3

4. Scope 3

5. Policy 3

6. Procedure 4

7. References..... 6

8. Forms..... 6



1. Purpose

This policy provides the framework to ensure that all students, including overseas students, are given the opportunity to put forward a complaint or appeal regarding any perceived unfair treatment, academic or administrative decision, or any other grievance.

It ensures access to a fair, inexpensive, and transparent process for resolving complaints and appeals in compliance with Standard 10 of the National Code 2018. A simplified version of this policy is provided in the Student Handbook and is accessible via our website and classroom noticeboards.

2. Definitions

Complaint: Statement of dissatisfaction with a service, process, decision, or staff/student behaviour.

Dispute: Disagreement that may arise between parties.

Appeal: Formal request for a review of a decision made by English Path (e.g., in relation to assessment, enrolment, or conduct).

3. Responsibility

N/A

4. Scope

This policy applies to all students enrolled in ELICOS courses at English Path and to all staff involved in the management, resolution, and recording of complaints, disputes, and appeals.

- 4.1. The policy ensures that all complaints and appeals are addressed in a timely, transparent, and fair manner, in accordance with the requirements of Standard 10 of the National Code 2018.
- 4.2. This policy covers:
 - 4.3.1. All CRICOS-registered courses delivered by English Path.
 - 4.3.2. Student rights and responsibilities relating to complaints and appeals.
 - 4.3.3. Responsibilities of teachers, administrative staff, and management in handling grievances.
 - 4.3.4. Internal and external complaints and appeals processes.

5. Policy

5.1. Context

English Path is committed to resolving complaints and appeals in a timely, fair, and confidential manner. All students will be advised of this process during orientation, and it will be available upon request or through our website.



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In line with Standard 10.1–10.9 of the National Code 2018, students are entitled to:

- Access the complaints and appeals process at no cost
- Be supported throughout by a support person of their choice
- Remain enrolled during the internal and external process (unless extenuating circumstances apply)
- Receive a written statement of outcomes, including the reasons for the decision
- Be referred to an external body if the internal appeal is not resolved in their favour

6. Procedure

6.1. Informal Complaints

Students are encouraged to first discuss any concerns informally with their classroom teacher, trainer, or a member of the Student Services team. Issues involving finance, visas, or enrolment matters will be referred to the Student Services Team or Head of Operations - Australia.

6.2. Formal Complaint

If the issue is not resolved informally, a formal complaint may be submitted via:

Email: info@englishpath.com

Completion of the English Path Complaints Form (available online and at reception). Upon receipt a written acknowledgment is provided within 24 hours. A resolution process will commence within 10 working days (as required by Standard 10.3). Written outcomes and reasons will be provided within 28 calendar days

6.3. Appeals

6.3.1. Internal Appeal

Students dissatisfied with the outcome of a complaint or decision (e.g. Assessment result, course progress issue, suspension) have the right to lodge a written appeal within 28 calendar days.

The appeal must include:

- A completed English Path Appeals Form
- Relevant supporting documentation

An appropriate senior staff member (e.g., Head of Operations - HoO) will review the matter, and the outcome will be communicated in writing.



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6.3.2. Assessment Appeal

If a student disagrees with an assessment outcome:

- The assessor will explain the result
- If still dissatisfied, a second marker will be assigned
- The result may then be reviewed by the Director of Studies
- Written notification of the outcome will be provided
- If still unresolved, an appeals panel (including external members) may be convened

6.3.3. External Appeal

If a student remains dissatisfied after exhausting the internal appeals process, they will be referred to the:

Overseas Student Ombudsman (OSO)

Phone: 1300 362 072

Website: www.oso.gov.au

As per Standard 10.4 and 10.8, the outcome of the external appeal will be implemented immediately and at no cost to the student.

Upon receiving the decision from the Overseas Student Ombudsman, English Path will

- Assign a designated staff member (DOS or HoO) to oversee implementation of the decision
- Implement the decision within 7 working days
- Provide written confirmation to the student when implementation is complete
- Document all implementation actions in the student's record and the Continuous Improvement Register

6.4. Provider Default (ESOS Act s46A–s46D)

A provider default occurs if:

- English Path does not start a course on the agreed date
- The course ceases before completion
- As per section 46B, English Path will:
 - Notify the Secretary and TPS Director within 3 business days
 - Provide a refund of unspent fees or offer a suitable alternative course within 14 days



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6.5. Student Default (ESOS Act s47A–s47E)

A student default includes:

- Non-commencement or withdrawal from a course
- Visa cancellation or breach of conditions
- Refunds for unspent fees will be calculated and processed within 4 weeks, following section 47E.

6.6. Timelines

If a complaint or appeal will take longer than 28 calendar days, the student will:

- Be informed in writing of the reason for the delay
- Receive regular updates on the progress

6.7. Record Keeping and Continuous Improvement

All complaints and appeals records are stored securely and confidentially for a minimum of 2 years in accordance with Standard 10.9. Summaries are reviewed regularly at management meetings. Actions taken are logged in the Continuous Improvement Register. English Path will conduct quarterly analysis of all complaints and appeals to identify:

- Common themes or recurring issues
- Potential systemic problems
- Opportunities for service and policy improvements
- Staff training needs This analysis will be presented to senior management with recommendations for preventative actions.

7. References

[Federal Register of Legislation - Education Services for Overseas Students Act 2000](#)

[National Code 2018](#)

8. Forms

English Path Complaints Form

English Path Appeals Form

English Path Brisbane Student Handbook

Overseas Student Ombudsman Guide