

he nature of a student's grievance will determine who is best to assist. The diagram below indicates the first person to be advised if a student has a particular complaint. If a complaint is not settled after discussion with the first person on the diagram, they may continue on until the problem is resolved. At any stage, a support person may attend discussions. If a complaint cannot be settled within the College, or if they are concerned about the conduct of the College, students may contact the **Overseas Student Ombudsman** (www.oso.gov.au). Students must continue to attend classes at all stages of the appeals process.

