

ISP Complaints and Appeals Procedure

This document provides an overview of the steps that international students, parents, legal guardians, homestay providers or education agents can take to deal with complaints and appeals relating to the Department of Education (DE or the department) International Student Program (ISP). It should be read in conjunction with the [ISP Complaints and Appeals Policy](#).

International students, parents, legal guardians, homestay providers or education agents can make a complaint to the Victorian Ombudsman at any time. However, the Victorian Ombudsman may ask the complainant to first access the ISP complaints and appeals process before dealing with the matter.

Issue	First Step Attempt to resolve informally	Second Step Formal Complaint	Third Step Internal Appeal	Fourth Step External Appeal
Relating to the ISP	The complainant can raise the matter with the department's International Education Division (IED) staff over the phone on +61 3 7022 1000, or by writing to the Complaints Officer, IED via email at: isp_quality@education.vic.gov.au . DE (IED) staff will try to resolve the matter informally.	If the complainant is not satisfied with DE (IED)'s informal response, they can lodge a formal complaint to DE (IED) via email using the ISP Complaints Form .	If the complainant is not satisfied with DE (IED)'s response to the formal complaint, they can lodge a request for an internal appeal within 20 working days of receiving the complaint outcome letter via email using the ISP Appeals Form .	If the appellant is not satisfied with DE (IED)'s response to the appeal as detailed in the written outcome, the appellant can lodge an external appeal by making a complaint to the Victorian Ombudsman . Please note, in most cases the purpose of the external appeals process is to consider whether DE (IED) has followed its policies and procedures, rather than to make a decision in place of DE (IED).
Relating to an IED staff member	The complainant can raise the matter with DE (IED) staff over the phone on +61 3 7022 1000, or by writing to the Complaints Officer, IED via email at: isp_quality@education.vic.gov.au . DE (IED) staff will try to resolve the matter informally.	If the complainant is not satisfied with DE (IED)'s informal response, they can lodge a formal complaint to DE (IED) via email using the ISP Complaints Form .	If the complainant is not satisfied with DE (IED)'s response to the formal complaint, they can lodge a request for an internal appeal within 20 working days of receiving the complaint outcome letter via email using the ISP Appeals Form .	If the appellant is not satisfied with DE (IED)'s response to the appeal as detailed in the written outcome, the appellant can lodge an external appeal by making a complaint to the Victorian Ombudsman . Please note, in most cases the purpose of the external appeals process is to consider whether DE (IED) has followed its policies and procedures, rather than to make a decision in place of DE (IED).
Relating to the education services provided by the school	The complainant should attempt to resolve the matter informally with the school.	For school matters not related to the ISP: If the complainant is not satisfied with the school's informal response, they can contact the regional office as per the department's Parent Complaint Policy – Victorian government schools For ISP related matters: Lodge a formal complaint to DE (IED) via email using the ISP Complaints Form .	If the complainant is not satisfied with DE (IED)'s response to the formal complaint about the ISP, they can lodge a request for an internal appeal within 20 working days of receiving the complaint outcome letter via email using the ISP Appeals Form .	If the appellant is not satisfied with DE (IED)'s response to the appeal as detailed in the written outcome, the appellant can lodge an external appeal by making a complaint to the Victorian Ombudsman . Please note, in most cases the purpose of the external appeals process is to consider whether DE (IED) has followed its policies and procedures, rather than to make a decision in place of DE (IED).

International Education Division

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Relating to a student, a teacher, or a school staff member	The complainant should attempt to resolve the matter informally with the school.	<p>For school matters not related to the ISP: If the complainant is not satisfied with the school's informal response, they can contact the regional office as per the department's Parent Complaint Policy – Victorian government schools</p> <p>For ISP related matters: Lodge a formal complaint to DE (IED) via email using the ISP Complaints Form.</p>	If the complainant is not satisfied with DE (IED)'s response to the formal complaint about the ISP, they can lodge a request for an internal appeal within 20 working days of receiving the complaint outcome letter via email using the ISP Appeals Form .	If the appellant is not satisfied with DE (IED)'s response to the appeal as detailed in the written outcome, the appellant can lodge an external appeal by making a complaint to the Victorian Ombudsman . Please note, in most cases the purpose of the external appeals process is to consider whether DE (IED) has followed its policies and procedures, rather than to make a decision in place of DE (IED).
Relating to homestay accommodation	<p>For international students: If the matter cannot be resolved with the homestay family, the complainant should contact the school directly to resolve the matter.</p> <p>For homestay providers: The complainant should contact the school principal directly to resolve the matter.</p>	If the complainant is not satisfied with the school's informal response, they can lodge a formal complaint to DE (IED) via email using the ISP Complaints Form .	If the complainant is not satisfied with DE (IED)'s response to the formal complaint, they can lodge a request for an internal appeal within 20 working days via email using the ISP Appeals Form .	If the appellant is not satisfied with DE (IED)'s response to the appeal as detailed in the written outcome, the appellant can lodge an external appeal by making a complaint to the Victorian Ombudsman . Please note, in most cases the purpose of the external appeals process is to consider whether DE (IED) has followed its policies and procedures, rather than to make a decision in place of DE (IED).
Relating to a refund decision	The complainant can discuss the decision with the DE (IED) refund officer over the phone on +61 3 7022 1000, or by emailing isfinance@education.vic.gov.au .	Not applicable, move to the third step.	The appellant can lodge a request for an internal appeal within 28 days of receiving a refund decision via email using the ISP Appeals Form .	If the appellant is not satisfied with DE (IED)'s response to the appeal as detailed in the written outcome, the appellant can lodge an external appeal by making a complaint to the Victorian Ombudsman . Please note, in most cases the purpose of the external appeals process is to consider whether DE (IED) has followed its policies and procedures, rather than to make a decision in place of DE (IED).
Relating to a decision to deny a school transfer	The complainant can raise the matter with the DE (IED) school support officer over the phone on +61 3 7022 1000, or by emailing international.school.support@education.vic.gov.au .	Not applicable, move to the third step.	The appellant can lodge a request for an internal appeal within 20 working days of being denied a school transfer via email using the ISP Appeals Form .	If the appellant is not satisfied with DE (IED)'s response to the appeal as detailed in the written outcome, the appellant can lodge an external appeal by making a complaint to the Victorian Ombudsman . Please note, in most cases the purpose of the external appeals process is to consider whether DE (IED) has followed its policies and procedures, rather than to make a decision in place of DE (IED).
Relating to a decision to deny a request for deferral	The complainant can raise the matter with the DE (IED) school support officer over the phone on +61 3 7022 1000, or by emailing international.school.support@education.vic.gov.au .	Not applicable, move to the third step.	The appellant can lodge a request for an internal appeal within 20 working days of being denied a deferral via email using the ISP Appeals Form .	If the appellant is not satisfied with DE (IED)'s response to the appeal as detailed in the written outcome, the appellant can lodge an external appeal by making a complaint to the Victorian Ombudsman . Please note, in most cases the purpose of the external appeals process is to consider whether DE (IED) has followed its policies and procedures, rather than to make a decision in place of DE (IED).

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Relating to a decision to issue a Notice of Intention (NOI) to Expel and Report for non-payment of fees	The complainant can discuss the NOI with the DE (IED) finance officer over the phone on +61 3 7022 1000, or by emailing isfinance@education.vic.gov.au .	Not applicable, move to the third step.	The appellant can lodge a request for an internal appeal within 20 working days of receiving the NOI to Expel and Report via email using the ISP Appeals Form .	If the appellant is not satisfied with DE (IED)'s response to the appeal as detailed in the written outcome, the appellant can lodge an external appeal by making a complaint to the Victorian Ombudsman . Please note, in most cases the purpose of the external appeals process is to consider whether DE (IED) has followed its policies and procedures, rather than to make a decision in place of DE (IED).
Relating to a decision to issue a Notice of Intention (NOI) to Report and defer, suspend or cancel a student's enrolment due to misbehaviour.	The complainant can discuss the NOI with the DE (IED) school support officer over the phone on +61 3 7022 1000, or by emailing international.school.support@education.vic.gov.au .	Not applicable, move to the third step.	The appellant can lodge a request for an internal appeal within 20 working days of receiving the NOI to Report and Defer, Suspend or Cancel Enrolment via email using the ISP Appeals Form .	If the appellant is not satisfied with DE (IED)'s response to the appeal as detailed in the written outcome, the appellant can lodge an external appeal by making a complaint to the Victorian Ombudsman . Please note, in most cases the purpose of the external appeals process is to consider whether DE (IED) has followed its policies and procedures, rather than to make a decision in place of DE (IED).
Relating to a decision to issue a Notice of Intention (NOI) to Report and Defer, Suspend or Cancel Enrolment due to unsatisfactory course progress or attendance	The complainant can discuss the NOI with the DE (IED) school support officer over the phone on +61 3 7022 1000, or by emailing international.school.support@education.vic.gov.au .	Not applicable, move to the third step.	The appellant can lodge a request for an internal appeal within 20 working days of receiving the NOI to Report and Defer, Suspend or Cancel Enrolment via email using the ISP Appeals Form .	If the appellant is not satisfied with DE (IED)'s response to the appeal as detailed in the written outcome, the appellant can lodge an external appeal by making a complaint to the Victorian Ombudsman . Please note, in most cases the purpose of the external appeals process is to consider whether DE (IED) has followed its policies and procedures, rather than to make a decision in place of DE (IED).
Relating to a decision to issue a Notice of Intention (NOI) to Report and Cancel a student's enrolment due to not holding a valid visa	The complainant can discuss the NOI with the DE (IED) school support officer over the phone on +61 3 7022 1000, or by emailing international.school.support@education.vic.gov.au .	Not applicable, move to the third step.	The appellant can lodge a request for an internal appeal within 20 working days of receiving the NOI to Report and Cancel Enrolment via email using the ISP Appeals Form .	If the appellant is not satisfied with DE (IED)'s response to the appeal as detailed in the written outcome, the appellant can lodge an external appeal by making a complaint to the Victorian Ombudsman . Please note, in most cases the purpose of the external appeals process is to consider whether DE (IED) has followed its policies and procedures, rather than to make a decision in place of DE (IED).
Relating to a DE-accredited education agent	The complainant should contact the education agent directly to resolve the matter.	If the complainant is not satisfied with the agent's informal response, they can lodge a formal complaint to DE (IED) via email using the ISP Complaints Form .	If the complainant is not satisfied with DE (IED)'s response to the formal complaint, they can lodge a request for an internal appeal within 20 working days of receiving the complaint outcome letter via email using the ISP Appeals Form .	If the appellant is not satisfied with DE (IED)'s response to the appeal as detailed in the written outcome, the appellant can lodge an external appeal by making a complaint to the Victorian Ombudsman . Please note, in most cases the purpose of the external appeals process is to consider whether DE (IED) has followed its policies and procedures, rather than to make a decision in place of DE (IED).
Relating to any third-party provider that DE engages to deliver the course or related services	If the matter cannot be resolved with the third-party provider, the complainant should contact the school directly to resolve the matter.	If the complainant is not satisfied with the school's informal response, they can lodge a formal complaint to DE (IED) via email using the ISP Complaints Form .	If the complainant is not satisfied with DE (IED)'s response to the formal complaint, they can lodge a request for an internal appeal within 20 working days of receiving the complaint outcome letter via email using the ISP Appeals Form .	If the appellant is not satisfied with DE (IED)'s response to the appeal as detailed in the written outcome, the appellant can lodge an external appeal by making a complaint to the Victorian Ombudsman . Please note, in most cases the purpose of the external appeals process is to consider whether DE (IED) has followed its policies and procedures, rather than to make a decision in place of DE (IED).

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Relating to a decision to waive fees due to an administrative error made by a school or DE (IED)	The complainant can raise the matter with DE (IED) staff over the phone on +61 3 7022 1000, or by writing to the Complaints Officer, IED via email at: isp.quality@education.vic.gov.au . DE (IED) staff will try to resolve the matter informally.	Not applicable, move to the third step.	The appellant can lodge a request for an internal appeal within 28 days of receiving a decision via email using the ISP Appeals Form .	If the appellant is not satisfied with DE (IED)'s response to the appeal as detailed in the written outcome, the appellant can lodge an external appeal by making a complaint to the Victorian Ombudsman . Please note, in most cases the purpose of the external appeals process is to consider whether DE (IED) has followed its policies and procedures, rather than to make a decision in place of DE (IED).
Relating to a decision to deny an exemption from payment of ISP tuition fees based on extreme financial hardship	The complainant can raise the matter with DE (IED) staff over the phone on +61 3 7022 1000, or by writing to the Complaints Officer, IED via email at: isp.quality@education.vic.gov.au . DE (IED) staff will try to resolve the matter informally.	Not applicable, move to the third step.	The appellant can lodge a request for an internal appeal within 28 days of receiving a decision denying an exemption from payment of ISP tuition fees via email using the ISP Appeals Form .	If the appellant is not satisfied with DE (IED)'s response to the appeal as detailed in the written outcome, the appellant can lodge an external appeal by making a complaint to the Victorian Ombudsman . Please note, in most cases the purpose of the external appeals process is to consider whether DE (IED) has followed its policies and procedures, rather than to make a decision in place of DE (IED).
Relating to any other matter	The complainant can raise the matter with DE (IED) staff over the phone on +61 3 7022 1000, or by writing to the Complaints Officer, IED via email at: isp.quality@education.vic.gov.au . DE (IED) staff will try to resolve the matter informally.	If the complainant is not satisfied with DE (IED)'s informal response, they can lodge a formal complaint to DE (IED) via email using the ISP Complaints Form .	If the complainant is not satisfied with DE (IED)'s response to the formal complaint, they can lodge a request for an internal appeal within 20 working days of receiving the complaint outcome letter via email using the ISP Appeals Form .	If the appellant is not satisfied with DE (IED)'s response to the appeal as detailed in the written outcome, the appellant can lodge an external appeal by making a complaint to the Victorian Ombudsman . Please note, in most cases the purpose of the external appeals process is to consider whether DE (IED) has followed its policies and procedures, rather than to make a decision in place of DE (IED).