

Student Complaint Fact Sheet

We are committed to delivering quality services that respond to the needs of our clients. To help us to achieve this, we welcome your feedback on our services.

Sometimes such feedback may be an expression of dissatisfaction about a service, procedure or policy. We will endeavour to resolve your concern as quickly and as informally as possible. However, if we are unable to resolve the issue to your satisfaction you may choose to lodge a formal complaint.

Our complaint process aims to be fair, timely, easy to use and confidential. Most importantly, your feedback can assist us to improve the services we offer to our students.

What is a complaint?

A complaint is an expression of dissatisfaction about a service, procedure, practice or policy that is not resolved at the point of service.

What can I complain about?

You can complain about a range of issues including:

- The quality of service we provide
- Our policies and how they are applied
- An administrative decision
- The conduct of our staff

What matters does this complaint process not cover?

- Policies and rules made by government regulators about student responsibilities
- Judicial or Tribunal decisions
- Decisions made outside this organisation that influence the way we do business or conduct a course

How can we help you to resolve your complaint?

We encourage you to play an active role in the resolution of your complaint by:

- Outlining your complaint as clearly and as accurately as possible
- Providing any supporting documentation that may help us resolve your complaint
- Treating our staff with courtesy and respect

Where can I get a copy of the Student Complaint Form?

The Student Complaint Form is available on our website www.sage.edu.au. If you have trouble accessing the Internet please contact our office on 1300 889 889 and one of our staff will send you a copy.

Where do I send my complaint?

General Manager – Sage
233 Glen Huntly Road
Elsternwick VIC 3185
Fax 03 8561 7788

What happens once I lodge my complaint?

Your complaint will be referred to the relevant personnel. The person will investigate your complaint and contact you about the outcome. During the investigation process you may be contacted to discuss your complaint or request further information.

How long will it take?

We must commence investigating your complaint within 10 working days.

Standard complaints will be resolved within 20 working days. However, more complex complaints may take longer to resolve. In such cases our policy allows for up to 40 working days to resolve your complaint.

What if I change my mind?

You may withdraw your complaint at any time and we will cease the investigation.

What if I'm still not satisfied?

You may request an external review of your complaint through the Australian Council for Private Education and Training (ACPET).