

GRIEVANCE PROCEDURES FOR ALL ENGLISH LANGUAGE PROGRAM STUDENTS

If you have a problem with **Homestay** please see the following staff in the reception areas of the English Language Program

- **Lismore** – Mrs Vicki Wood (02 6620 3429)
- **Coffs Harbour** – Mrs Jo Pethick (02 6659 3150)
- **Gold Coast** – Ms Yuki Irie or Mrs Emily Pather (07 5589 3358)

If you have a problem with your **class work or study** please see your class teacher before or after class, or please see one of the following staff in the office in the English Language Program areas

- **Lismore** – Ms Zoe Hancock (02 6620 3378) - Zoe.Hancock@scu.edu.au
- **Coffs Harbour** – Mrs Jo Pethick (02 6659 3150) - Jo.Pethick@scu.edu.au
- **Gold Coast** – Ms Sharon Leslie (07 5589 3347) - Sharon.Leslie@scu.edu.au

If you have a **personal problem** please see a University Counsellor

- **Lismore** – SCU Health Clinic (02 6626 9131), located in P Block, Rifle Range Road, Lismore campus
- **Gold Coast** – SCU Health Clinic (07 5589 3252), located on Ground floor, Building B, Gold Coast campus
- **Coffs Harbour** – SCU Student Support (02 6659 3263), located on Level 1, F Block, Coffs Harbour campus

If you need an **outside resolution** to a problem please see the nearest Department of Fair Trading.

“All students have the right to be represented by a nominee during dispute resolution and Southern Cross University’s dispute resolution processes do not circumscribe the student’s right to pursue other legal remedies. This agreement does not remove the right to take further action under Australia’s consumer protection laws.”

Complaints, Grievances and Dispute Resolution

Please go to <http://scu.edu.au/complaints/>

The University has a commitment to seeking feedback from students and staff, and acknowledges the rights of students, staff or members of the public to complain if they are dissatisfied.

The University has established a Complaints Management Framework, to provide for the timely and fair resolution to complaints. The Framework will help you to decide how to proceed with your complaint or concern. These arrangements provide for independent grievance handling/dispute resolution for students from overseas studying in Australia. Complaints can often be resolved informally, and international students are encouraged to contact the International Office for assistance.

If a complaint cannot be resolved informally, the complaint should be lodged in writing with vc@scu.edu.au, in the Vice-Chancellor’s Office, who will arrange with the University Legal Office for an external person to investigate your complaint and report to the Vice-Chancellor. The process and a form can be found <http://scu.edu.au/complaints/index.php/dds/>. There is no charge for this service.