



KAPLAN

Student Grievance and Complaints Policy

V2.0

Bradford College



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Information

This policy is for the students of Bradford College to be provided with information on options available to them if they have a problem.

Scope and Responsibilities

Students of Bradford College should ensure that they have read and understand this procedure so that they have a clear understanding on how to receive assistance with a problem.

The College encourages feedback from students on all aspects of the College. The College recognises the right of students to make a comment or express dissatisfaction about services provided by the College. It is suggested that students try an informal discussion with the appropriate person in the College first to try and resolve their difficulties.

If you need to talk to someone about changing your class

Each class has been developed especially to meet the students' needs and requirements, so the College wants to hear from students if there are any problems.

Students should speak to the Manager Student Services appropriate to their program:

- The Manager Student Services (Foundation Studies and General Academic English) is located in Rm 307B, Level 3, 132 Grenfell Street.
- The Manager Student Services (Degree Transfer) is located in Rm 303, Level 3, 132 Grenfell Street.

Both Managers Student Services can talk to any student and provide information and options.

If you are unhappy with the assessment of your work

Students should speak to the teacher who marked the work first. Teachers are happy to discuss assessments with students.

If you still need to talk to someone or don't want to talk to your teacher

Students can speak to the Manager Student Services appropriate to their program:

- The Manager Student Services (Foundation Studies and General Academic English) is located in Rm 307B, Level 3, 132 Grenfell Street.
- The Manager Student Services (Degree Transfer) is located in Rm 303, Level 3, 132 Grenfell Street.
- Both Managers of Student Services can talk to any student and provide information and options.

If you want to talk to someone about your accommodation

Students should speak to the Manager Student Services (Accommodation and Administration). Her office is Rm 307A, Level 3, 132 Grenfell Street.

Note that it is advisable to make an appointment to speak to a Student Services staff member, which can be done at Reception on Level 2, 132 Grenfell Street.

If you want to talk to someone about your fees or a refund

Students should speak to the Team Leader Admissions & Enrolment or another Admission team staff member at Reception, Level 2, 132 Grenfell Street.

If you want to talk to someone about visas and visa renewal

Students should speak to the Team Leader Admissions & Enrolment or another Admission team staff member at Reception, Level 2, 132 Grenfell Street.

Students may need to be referred to the Department of Immigration and Citizenship.

If you want to talk to someone about enrolling in a new course at another institution

Students should speak to the Manager Student Services appropriate to their program:

- The Manager Student Services (Foundation Studies and General Academic English) is located in Rm 307B, Level 3, 132 Grenfell Street.
- The Manager Student Services (Degree Transfer) is located in Rm 303, Level 3, 132 Grenfell Street.

Both Managers Student Services can talk to any student and provide information and options, and an appointment can be made at Reception, Level 2, 132 Grenfell Street.

If you are feeling sick

A student who feels unwell should speak to any staff member immediately.

If you want to talk to someone about being absent or late

Contact your teacher, a Manager Student Services or the College's Reception on 8313 3430.

If you wish to complain after you have tried all of the above processes

Students can make a formal complaint in writing to the Campus Director – they need to include their name and contact details so that their complaint can be considered properly and a response provided. A response will be provided within 10 working days.

Student's complaints are taken very seriously, kept confidential and considered very carefully. The student is asked to a meeting to discuss the complaint and to find out more about it. The student may bring one person to support them at the meeting and an interpreter can be arranged, if required.

The Bradford College grievance procedure is available on the Bradford College website. All complaints are dealt with free of charge. <http://www.bradford.adelaide.edu.au/policies.html>

If you are unhappy with the outcome of the formal complaint or the complaints procedure

A student who has made a formal complaint and is not satisfied with the outcome can appeal the decision in writing to the Campus Director. The response to the appeal will be provided within 10 working days.

External assistance

If a student is not satisfied with the College's complaints procedure then they can contact the Office of the Training Advocate or the Overseas Student Ombudsman.

Office of the Training Advocate

The Office of the Training Advocate can provide information and advice regarding complaints and will offer prompt attention, confidentiality, respect, fairness, impartiality, recognition of rights, and free consultation.

Office of the Training Advocate

Ground Floor West, 55 Currie Street
Adelaide SA

GPO Box 320
Adelaide SA 5001

Freecall: 1800 006 488

Email: trainingadvocate@saugov.sa.gov.au

Website: <http://www.trainingadvocate.sa.gov.au/>

Overseas Student Ombudsman

If you are not satisfied with the decision the College has made regarding your appeal, you have the right to appeal to the Overseas Student Ombudsman. The Overseas Student Ombudsman is free and independent. Brochures for the Overseas Students Ombudsman are available at the Reception counter. You can find out more at:

<http://www.oso.gov.au> or or phone 1300 362 072.

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