

UWA CELT Procedures for Requests, Complaints & Appeals

We are keen that you should have the best possible learning experience during your enrolment in your English language course. Thus, if you have a request, a complaint or another kind of problem, there are a number of people who can try to help you find a solution.

The following procedures guide you through UWA CELT's steps for making a request or a complaint or submitting an appeal to a decision. We ask you to follow these steps so we can find the best possible solution. You may, if you wish, bring a friend to give you moral support to any meeting. We promise to listen carefully, to take your situation seriously, to treat you fairly and, if necessary, to investigate your case thoroughly

Academic matters

If you are concerned about your studies at CELT, we encourage you to discuss your concerns with the relevant person. If you wish to talk to a member of CELT's management staff, please make an appointment with UWA CELT's receptionist.

1. Academic progress

Step 1 <ul style="list-style-type: none">• Class teacher – Talk to your class teacher first as he or she knows both the class program and your progress best.	Step 2 (for study plans) <ul style="list-style-type: none">• ELICOS Programs/ Bridging Course Coordinators Room G.06A, West Claremont Office Hours: 8:30am – 4pm
Step 3 (further academic advice) <ul style="list-style-type: none">• ELICOS Programs Coordinator Room G.06A, West Claremont Office Hours: 8:30am – 4pm	

2. Change of class

<ul style="list-style-type: none">• ELICOS Programs Coordinators

3. Academic appeals/deferment of studies/sponsored student matters/other academic related matters

<ul style="list-style-type: none">• Director of Studies
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Non-academic matters

If you are concerned about a non-academic matter, we encourage you once again to discuss your complaint with the person responsible for the subject of your concern. If you wish to talk to our Student Advisor (Mrs Lai) or to a member of UWA CELT's management staff, please make an appointment with UWA CELT's receptionist.

1. Accommodation issues

- **Enrolments Officer**
UWA CELT Administration, East Claremont
Office Hours: 8:30am – 4:15pm

2. Financial matters/administrative matters

UWA CELT's terms and conditions for the refund or transfer of fees can be found on page 3 of our Application Form:

- **Centre Manager**
UWA CELT Administration
Office Hours: 8:30am – 4pm

3. Visa matters/ health cover/ post UWA CELT study plan/ personal problems

- **Student Adviser**
Room 112, West Claremont
Office Hours: 8:30am – 4pm

UWA CELT wants you to feel safe and to be well treated on campus and in society. If an occasion arises where you feel you have been treated unfairly or wrongly, this information tells you who you can talk to about it:

4. Behaviour of another University student

Refer to class teacher or reception (who will refer you to the right person).

5. Behaviour of a member of UWA staff

Step 1

- For Teaching Staff:
Director of Studies
- For Administrative Staff:
Centre Manager

Step 2 (for all staff)

- **Director**

Appeals process

If you remain dissatisfied after taking any of the steps listed, there are other people to whom you can speak. We encourage you to follow the steps listed below.

Internal Appeal

Step 1

If you still remain concerned about academic or non-academic matters after talking to the relevant staff member about any of the above issues, please make an appointment with the Personal Assistant to the Director, Room 125 in the West Claremont building, for a meeting with:

- **Director – UWA CELT**
Office Hours: 9am – 5pm

Step 2

- **Complaint Resolution Unit**
Phone: (+61 8) 6488 8547
Fax: (+61 8) 6488 1075
Email: complaints@uwa.edu.au

External Appeal (if the matter is unresolved after following the above step)

Step 3

External Conciliator

If after trying to resolve the issue internally you remain dissatisfied, you can contact the external conciliator. The Office of the Conciliator is usually staffed 3 days a week. You must make an appointment before going to the office.

- Thalia O'Sullivan
International Education Conciliator
The Department of Education Services
Level 9, 20 Walters Drive
Osborne Park, WA 6017
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Fax: (+61 8) 9441 1901
Email: conciliation@des.wa.gov.au