

# THE COLLEGE GRIEVANCE PROCEDURE ENGLISH LANGUAGE PROGRAM

WESTERN SYDNEY  
UNIVERSITY



The College

If you have a problem

Speak directly with **teacher**

Problem not resolved

Speak with **Manager, English Language Programs**

Problem not resolved

Write a letter to the **Director, English Language Centre**

Problem not resolved

Write a letter to the **CEO**

Problem not resolved

Contact the **Office of the NSW Ombudsman**

Phone: 1300 362 072

Web: [www.ombo.nsw.gov.au/complaints/  
complaints-form](http://www.ombo.nsw.gov.au/complaints/complaints-form)

(Online complaint form)

Email: [nswombo@ombo.nsw.gov.au](mailto:nswombo@ombo.nsw.gov.au)

## The College is committed to an effective Grievance Procedure that:

- gives students a voice
- gives The College an opportunity to detect where problems exist and to resolve them
- negotiates realistic outcomes
- aims to solve students' problems

The principles underlying The College's Grievance Procedure are those of equity, fairness, openness and respect for the individual.

We take all grievances seriously and are committed to their fair and speedy resolution. Wherever possible, grievances will be resolved at a local level and in confidence. Everyone involved in the grievance discussions is expected to maintain confidentiality.

All students are advised to read the *English Language Programs Student Complaint Handling and Resolution Policy* available on our website: [westernsydney.edu.au/thecollege](http://westernsydney.edu.au/thecollege)

The standard procedure for resolving a grievance is:

- discuss your problem with the appropriate member of staff
- if you still have a problem after speaking to the appropriate member of staff, you should write a letter to the Director, English Language Centre. If a satisfactory outcome is still not achieved, you can write to the Chief Executive Officer of The College

In all of these discussions, you can bring a support person.

The flowchart on the left sets out the steps that will be followed if a grievance is brought to The College.