UWA Centre for English Language Teaching

Procedures for Requests, Complaints and 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.

This document guides you through CELT’s steps for making a request or a compliant 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. And, 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 once again 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 CELT’s receptionist.

1. Academic progress

<table>
<thead>
<tr>
<th>Step 1</th>
<th>Step 2 (if step 1 is unsatisfactory)</th>
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</table>
| • Class teacher – if you can, try to talk to your class teacher first as he or she knows both the class program and your progress best. | • Fiona Taylor  
**Assistant Director of Studies**  
Room 1.04  
Office Hours: 8:30am – 4:00pm |

<table>
<thead>
<tr>
<th>Step 3 (if steps 1 &amp; 2 are unsatisfactory)</th>
<th>Step 4 (if all previous steps have been unsatisfactory)</th>
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</thead>
</table>
| • Anne-marie Wright  
**Director of Studies**  
Room 1.11  
Office Hours: 8:30am – 4:00pm | • Bianca Panizza  
**Director**  
Room 1.07  
Office Hours: 9:00am– 5:00pm |

2. Change of class/ deferment of studies/ other academic related matters

<p>| | |</p>
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</table>
| • Fiona Taylor  
**Assistant Director of Studies** | • Anne-marie Wright  
**Director of Studies** |

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 Mrs Lai or to a member of CELT’s management staff, please make an appointment with CELT’s receptionist.
1. Accommodation issues

- Felicity Lindsay
  **Enrolments Officer**
  Reception/Room 1.08
  Office Hours: 8:30am – 4:15pm

2. Financial matters/administrative matters

CELT’s terms and conditions for the refund or transfer of fees can be found on page 3 of our Enrolment Form or you can go to the following page on the internet:
[www.celt.uwa.edu.au/courses/?a=2439906](http://www.celt.uwa.edu.au/courses/?a=2439906)

- Mira Przybysz
  **Centre Manager**
  Room 1.10
  Office Hours: 8:30am – 4:00pm

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

- Mrs. Lai
  **Student Adviser**
  Room 1.03
  Office Hours: 8:30am – 4:00pm

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

<table>
<thead>
<tr>
<th>Step 1</th>
<th>Step 2</th>
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<td>Class teacher – if you can, try to talk to</td>
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</tr>
<tr>
<td>your class teacher first.</td>
<td><strong>Assistant Director of Studies</strong></td>
</tr>
<tr>
<td>Step 3</td>
<td>Step 4</td>
</tr>
<tr>
<td>Anne-marie Wright</td>
<td>Bianca Panizza</td>
</tr>
<tr>
<td><strong>Director of Studies</strong></td>
<td><strong>Director</strong></td>
</tr>
</tbody>
</table>
5. Behaviour of a member of UWA staff

**Step 1**
- For Teaching Staff: Anne-marie Wright  
  Director of Studies
- For Administrative Staff: Mira Przybysz  
  Centre Manager

**Step 2 (for all staff)**
- Bianca Panizza  
  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 Executive Support Officer, Room 1.06 for a meeting with:

- Bianca Panizza  
  Director  
  Office Hours: 9:00am – 5:00pm

**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.

- Alison Miller  
  International Education Conciliator  
  The Department of Education Services  
  22 Hasler Road  
  Osborne Park WA 6017  
  Phone: (+61 8) 9441 1929  
  Fax: (+61 8) 9441 1901  
  Email: conciliation@des.wa.gov.au
Step 4

Western Australian Ombudsman

If after an appeal to the external conciliator you are not still satisfied, you can appeal to the Western Australian Ombudsman. The Ombudsman is independent and not connected to the University. He does not charge a fee. You will need to make a complaint in writing if you would like the Ombudsman to examine your case.

- Ombudsman Western Australia
  PO Box Z5386
  St Georges Terrace
  Perth WA 6831
  Phone: (+61 8) 9220 7555 (ask to speak to an Enquiry Officer)
  Fax: (+61 8) 9325 1107
  Email: mail@ombudsman.wa.gov.au
  Website: www.ombudsman.wa.gov.au

You have the right to be represented by a nominee at all times.