

# SBC Complaints and Appeals Process

Please follow this Process if you are unhappy about something that has happened at SBC

COMPLAINT



If you are unhappy about something that has happened at SBC, please talk with the people concerned to see if the issue/difficulty can be resolved. You are welcome to talk to Janelle to discuss the issue if you wish.

Issue Resolved



Issue Not Resolved



If you are not satisfied that the issue/difficulty has been resolved, you can meet with the Principal or other nominated SBC staff. You may have a friend or family member attend this meeting to support you. You will be asked to put your complaint in writing. Your complaint will then be thoroughly investigated and this process will begin within 10 working days of SBC receiving your complaint. You will be informed of the decision made in writing. Your enrolment at the college will be maintained during this process.

Issue Resolved



Issue Not Resolved



If you are not satisfied with the decision made, you may appeal the decision internally. You will need to appeal in writing and provide reasons and evidence of why you think the decision was not acceptable to you. The Senior Management will review the documentation and make a decision. You will be informed of the decision of the internal appeal including details of the reason for the outcome in writing. This process will begin within 10 working days of lodging your appeal. Your enrolment at the college will be maintained during this process.

Issue Resolved



Issue Not Resolved



Sterling Business College Pty Ltd RTO 2417 CRICOS 01701G



If you are not satisfied with the decision of the internal appeal, you may appeal the decision externally at no cost to you. SBC will advise you of the details of an independent external body. You will need to contact the external body in writing and provide reasons and evidence of why you think the internal college decision was not acceptable to you.