

Complaints and Appeals Policy for International Students

VCI has its own complaints and appeals policy for international students. In case of any grievances students can complain to the VCI recording any academic or non-academic matters. The brief of the policy is given below, however the policy will be available at Vocational Careers Institute website and Student Handbook. Students can contact the staff at VCI for further information and to obtain a copy of Complaints and Appeals Policy if required. The brief of the policy is given below

1. In case of any academic / non-academic grievances, students can make a written complain to VCI.
2. VCI will begin assessing a complaint or appeal within 10 working days of the international student lodging it and will finalise the outcome as soon as practicable
3. VCI will conduct the assessment of the complaint or appeal in a professional, fair and transparent manner
4. VCI will ensure the international student have the opportunity to present their case at minimal or no cost and be accompanied and assisted by a support person if necessary.
5. VCI will give the student a written statement of the outcome of the appeal, including the reasons for the outcome, and keep a written record of complaints or appeals on the international student's file.
6. If the student is not satisfied with the internal appeals, student will be advised about the external complaints handling and appeals process

In most cases, the purpose of the external appeals process is to consider whether VCI has followed its policies and procedures, rather than making a decision in place of the college

Grievances means a statement by the student to an officer of the college and requires action or a response under the policies of the college. General feedback and comments from students about administration, academic programs and services will not be treated by college as grievance unless action or a response is required under the policies.