Complaints and Appeals Process

**Step 1: Complaint**
Student makes a complaint (written or spoken)
HiC Staff deal directly with complainant to attempt to resolve issue.

**Step 2: Internal Appeal Process**
Student completes and lodges the Student Appeals form.
Application for appeal acknowledged within 10 days.
Appeals Committee considers complaint. Student informed of outcome within 30 days.
Student maintains enrolment at College.

**Step 3: External Appeal Process through ACPET – Local student**
Student completes and lodges the ACPET External Appeals form. Appeal considered by ACPET.
Student and College informed of outcome within one month.
Student maintains enrolment at College.
Cost to be confirmed by ACPET

**Step 3: External Appeal Process through OSO – International Student**
Student completes and lodges the OSO complaint form online
Or telephones, faxes or writes to the OSO
External Appeals form. Appeal considered by OSO.
Student and College informed of outcome within a reasonable time frame.
Student maintains enrolment at College.
NO cost

**Step 4: National Training Complaints Hotline (DEEWR)**
Student may phone the National Training Complaints Hotline on 1800 000674 to discuss their issue of concern at any time

Contact ASQA - anytime
and complete online form

Issue not resolved