



We always welcome your feedback

We have several avenues open to you to provide suggestions, acknowledge positive service, appeal for an assessment or make a complaint if you have concerns regarding how you have been treated.

Current Students

If you are a current student and wish to provide feedback, either as a complaint or compliment, you have the following options.

Please make sure to read Ashton College 'Complaints and Appeals Policy & Procedures' before you lodge a complaint. The 'Complaints and Appeals Policy & Procedures' are accessible via the below link.

<http://ashtoncollege.edu.au/wp-content/uploads/2018/05/Complaints-Appeals-Policy-Procedure.pdf>

College Campus:

Please do not hesitate to contact us at the campus personally. In most cases, the Client Support Manager should be able to resolve the problem; if not, ask to speak to the CEO, who will undertake further action.

Web:

visit www.ashtoncollege.edu.au and provide feedback via the "Feedback" icon.

Email:

Email your Complaints or Feedback at feedback@ashtoncollege.edu.au .

Mail:

Client Service Manager

Ashton College
213 Nicholson Street, Footscray Vic 3011. Australia

Our commitment to resolving complaints

We aim to resolve most issues within 10 working days of receiving your complaint. Some matters are more complex and can take a little longer; If that is the case, we'll keep you informed on our progress.

We do expect that the procedures we have in place will resolve any issues raised. However, if either of the following occur, You may then wish to contact an external dispute resolution.

- a) Despite our best efforts, if you believe your complaint has not been satisfactorily dealt with
- b) After following the Complaints and Appeals Policy, the matter has not been resolved.

External Dispute Resolution

Students should contact the Overseas Students Ombudsman for external complaints/appeals. The Overseas Students Ombudsman offers a free and independent service for overseas students who wish to appeal a decision after the conclusion of the internal complaints and appeals process. Further information can be obtained from the Overseas Students Ombudsman website www.oso.gov.au or phone 1300 362 072 for more information.

Ashton College's Complaints and Appeals policy & Procedures in no way affects the students right to access consumer affairs legislation and legal representation.

For more information please visit <http://ashtoncollege.edu.au/wp-content/uploads/2018/05/Complaints-Appeals-Policy-Procedure.pdf>

Privacy Statement

Ashton College respects its client's rights and operate in compliance with the Australian Privacy Principles (APPs). Ashton College treats all client personal information confidentially and will not disclose any details to a third party without the client's prior written consent.