

Complaints and Appeals Policy and Procedure

ITHEA has a Complaints and Appeals Procedure to provide students with a fair and equitable process for resolving any disputes or complaints they may have. If the student is dissatisfied with the resolution proposed by the college, the student is advised of the Appeal Process and/or any external organisations to which they may lodge a complaint.

Student Complaint Flowchart

As part of ITHEA's commitment to a positive learning environment, a procedure for complaints and grievances is in place to ensure equitable treatment with a system for appeal. This system is independent, readily accessible and inexpensive for the parties involved.

