



Need help?

Student Services
studentservices@imc.edu.au
Complaints
complaints@imc.edu.au
Appeals
appeals@imc.edu.au

[Lodge anonymous online form](#)

If your issue is not resolved internally

You can access external support such as National Student Ombudsman.
1300 395 775
[Online form](#)



Our Commitment at IMC

We are committed to:

- A fair, transparent, and timely process
- Protecting your privacy and confidentiality
- Ensuring procedural fairness
- Supporting you throughout your concerns and beyond



YOUR VOICE MATTERS

We're here to support you

If something doesn't feel right, you have the right to speak up. It's okay to feel unsure, but you are not alone.

IMC provides a fair, transparent, and supportive process to help resolve your concerns. We are here to listen, guide, and support you throughout the process.

What is a complaint or appeal?

- A complaint (grievance) is when you raise a concern about your experience
- An appeal is when you ask for a decision to be reviewed

You can raise concerns about but not limited to:

- Academic or administrative matters
- Course delivery or services
- Treatment by staff or other students
- Any aspect of your student experience

Your information and confidentiality

Your privacy will be respected throughout the process.

- Information is shared only when necessary to investigate your concern
- Confidentiality is maintained in line with IMC policies

How does the process work?



1

Informal

Talk to the person involved or contact Student Services
Most concerns can be resolved here

2

Formal Complaint

Submit a complaint form to complaints@imc.edu.au
You will receive a confirmation of receipt within 48 hours.

3

Investigation

Reviewed by Student Grievance Committee (SGC). You may attend a meeting or hearing session.
You can bring a support person for the session.

4

Outcome

You will receive a written outcome and the decision will be clearly explained.
If you still have concerns, support is available, including external option, National Student Ombudsman (NSO)



Your Rights & Reassurance

At IMC, you have the right to:

- Be treated with respect and fairness
- Present your side of the story
- Receive clear updates and explanations
- Continue your studies where appropriate
- **You will not be victimised for raising a concern.**

What if I'm worried about speaking up?

It's normal to feel unsure or concerned about what might happen.

You might be thinking:

- "Will I get into trouble?"
- "Will this affect my studies?"
- "Will people judge me?"

You will not be blamed for speaking up.

At IMC:

- You will be treated fairly and without bias
- Your experience will be taken seriously
- You will be supported throughout the process

Speak up when something doesn't feel right.

You will be heard. You will be supported.

