



## ALG SERVICE STANDARDS

Australian Learning Group (ALG) seeks to ensure that all learners are supported throughout their journey and provided with prompt responses and resolutions to enquiries. To ensure accountability, ALG has published the service standards to inform learners and third-parties of expected timeframes for responses.

In circumstances where the resolution time for an enquiry is likely to exceed, or does exceed, the service standard for that enquiry type, ALG will communicate with the student as soon as practicable to inform them of the reason for the delay and to provide an estimated time period for resolution of the enquiry.

### General Enquiries

ALG responds to general email enquiries submitted to [support@alg.edu](mailto:support@alg.edu) within 1 business day and seeks to resolve within 2 business days.

ALG responds to phone enquiries within 1 minute and seeks to resolve phone enquiries within 1 business day where a voice mail is left.

### Admissions

The Admissions Team aims to issue a Letter of Offer (LoO) to a prospective student within 24 hours from when the complete application is received.

### Deferral, Suspension and Cancellation Requests

ALG responds to deferral, suspension and cancellation requests within 1 business day and provides learners with the outcome within 10 business days.

### Document Requests

ALG responds to document requests within 1 business day and presents a resolution to student within 5 business days.



## Complaints and Appeals

ALG responds to complaints and appeals within 3 business day and endeavours to provide a resolution the complainant or appellant within 15 business days.

ALG may resolve complaints and appeals after the service standard period of 15 business days in cases where the complaint or appeal is particularly complex and or requires further investigation. In these cases, students are provided periodic updates on the progress of their complaint or appeal.

Where ALG requires more than 30 business days to process and finalise the complaint or appeal, ALG informs the complainant or appellant in writing, including reasons why the extended period of time is required and continues to provide periodic updates on the progress of their complaint or appeal.