

# Complaint & Appeals Form

## 1. Personal details

Family name:

Given name(s)

Student number (if applicable):

Postal address:

Phone number:

Mobile:

Email address:

Fax:

## 2. Are you: (please tick)

- A student
- Parent or guardian
- Staff member
- Other (please specify)

## 3. College and course details

### The complaint about events at:

- Campus name and address

- I am currently enrolled in the following VET and/or English language course(s)

## 4. Have you discussed this matter with a member of staff?

- No (proceed to next section)

- Yes (When?)

- Which member of staff dealt with the matter?

- What was the result?

**5. Type of complaint**  
 Please tick the main type(s) of issue(s) your complaint and appeal relates to:

Student Services	Teaching Staff	Academic Manager
course information, advertising material	attendance and academic records	course content and structure
cost information or procedures relating to financial matters	equipment and teaching resources	staff qualifications or skills
enrolment procedures	arrangements with other institutions	management and organisation
student welfare and support	assessment information and processes	other (please detail below)

**Complaint details:**  
 Please provide specific details of what your complaint is about, and when the matter(s) involved occurred. Providing as much detail as possible will assist us in investigating your complaint. If necessary, you may attach extra pages or material to this form. Please also indicate the outcome you are seeking.

**6. Authorisation**  
 Please tick the relevant boxes and sign below.

**Yes**  **No**  I confirm that I have attempted to follow the Colleges internal complaints & appeals procedure before lodging this complaint/appeal.  
**Yes**  **No**  I understand that this complaint will be investigated and I will receive a written response within ten (10) working days.

I authorise *the College* to proceed with an investigation of my complaint  
 Your signature:  
 Date:  
*This form is to be lodged at the student services office located in the reception area of each campus.*  
**Privacy notice**  
 The information provided on this form will be used by the College to follow up your complaint & appeal. Information is collected on this form and during your enrolment in order to meet our obligations under the ESOS Act and the National Code 2018; to ensure student compliance with the conditions of their visas and their obligations under Australian immigration laws generally. The authority to collect this information is contained in the Education Services for Overseas Students Act 2000, the Education Services for Overseas Students Regulations 2001 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018. Information collected about you on this form and during your enrolment can be provided, in certain circumstances, to the Australian Government and designated authorities. In other instances information collected on this form or during your enrolment can be disclosed without your consent where authorised or required by law.

# Complaint Resolution Form

College Name: \_\_\_\_\_ Dept/Faculty \_\_\_\_\_ Date: \_\_\_\_\_

<b>Student Name:</b>		
<b>Address:</b>		
<b>Student ID:</b>		
<b>Phone:</b>		<b>Email</b>
<p><b>Please explain the details of your complaint (attach copy of complaint form):</b> It is the student's responsibility to clearly explain the nature of the complaint &amp; appeal and the desired outcomes/results expected as a result of initiating the complaint &amp; appeal . Please be specific on what your matter is about.</p>		
<p><b>What outcomes do you expect as a result of making this complaint &amp; appeal?</b></p>		
<p><i>Please forward your completed form to the Student Services Officer at Reception for further action:</i></p>	<p><b>Privacy notice:</b> The information provided on this form will be used by the College to provide students with a written statement of the outcome of a formal complaint &amp; appeal, including details and reasons for the decision. Information collected on this form can be provided, in certain circumstances, to the Australian Government and designated authorities. In other instances information collected on this form can be disclosed without your consent where authorised or required by law. The authority to collect this information is contained in the Education Services for Overseas Students Act 2000, the Education Services for Overseas Students Regulations 2001 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018.</p>	

<b>Outcome of decision</b>
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<b>Additional suggestions for students</b>
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<b>Further action required (office use only)</b>			
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▸	Client Services	▸	Administration & Support Systems
▸	Training Delivery & Assessment	▸	Other (please specify)

Student signature		Date	
College Staff signature		Date	