



Complaints and Appeals Form

Section 1

Reference number [input box]

To make a complaint or an appeal fill out this form with any supporting evidence and hand it to the Student Support Officer. They will follow the Complaints and Appeals policy and procedure of the RTO. This form and any supporting evidence or correspondence will be filed in your student file.

YOUR DETAILS

Name [input box] Student ID Number [input box]

Course [input box] Trainer [input box]

Postal Address [input box]

Email Address [input box] Mobile [input box]

Type of Incident: Complaint Appeal Assessment Appeal

Section 2

COMPLAINT / APPEAL

Does your complaint/Appeal relate to the following (please tick appropriate box)

- Assessment / Result of Assessment The Equal Opportunity Policy
 Code of Practice Others (please specify)
 The Anti-Discrimination Policy

Section 3

DETAILS OF THE COMPLAINT / APPEAL

[Large empty text box for details of the complaint/appeal]

Section 4

If Complaint/Appeal relates to assessments, have you taken up your Complaint/Appeal to your Trainer?

Yes No

Otherwise, have you raised the matter with the Student Administration Department?

Yes No

Section 5

If your answer to either of the above questions is 'no', please explain why and explain with whom within the College, if anyone, you have raised the matter

Section 6

What is your desired outcome which you believe would settle the Complaint/Appeal?

Student's
Signature

Date

A Complaint/Appeal is a problem you might experience with the College, about something that has happened which you believe is unfair. Generally, the first person to see about this problem is your trainer or Student administration. If the problem cannot be resolved through speaking with your trainer or Student Support Officer, you should discuss it with the Training Manager/ Course Coordinator/ CEO. If the Complaint/Appeal involves a personal or welfare matter, you can approach the CEO. You may also put your concerns in writing.

Form received on Received by Reference Number

Name Student ID

Signature
of Student

Date

Section 7

OFFICE USE ONLY**Investigation and Outcome**

Details of Investigation

--

Section 8

Resolution

--

Section 8

Closure of Student's Complaint/Appeal and Mutually Satisfactory Outcome:

This part to be signed by both the student and the college staff representative, when a mutually satisfactory resolution has been achieved.

We, and

declare that the resolution described above has worked to our mutual satisfaction and we agree to close this complaint/appeal.

Date of Case Closure:

Student
Signature

Institute Staff
Name and Signature

Student notified of outcome in writing and record placed in student's file Yes No Date

Continuous Improvement Request (CIR) Raised: Yes No Date

CIR Raised by

Note: Please attach completed CIR form with any supporting evidence and submit to the Training Administrator.

If a student is unhappy with the outcome, they will be advised of their right to appeal or access SPIC's independent complaints and appeals body (Refer to ASQA website: <http://www.asqa.gov.au/complaints/making-a-complaint.html>)