

# Complaints and Appeals Form

Reference Number \_\_\_\_\_

To make a complaint or an appeal fill out this form with any supporting evidence and hand it to the Student Administration Department. 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.

## 1. Your Details

Name \_\_\_\_\_ Student ID Number \_\_\_\_\_

Course \_\_\_\_\_ Trainer \_\_\_\_\_

Postal Address \_\_\_\_\_

\_\_\_\_\_

Email Address: \_\_\_\_\_

Mobile: \_\_\_\_\_

Type of Incident: Complaint  Appeal  Assessment Appeal

## 2. Complaint / Appeal

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

- |                                   |                          |
|-----------------------------------|--------------------------|
| Assessment / Result of Assessment | <input type="checkbox"/> |
| Code of Practice                  | <input type="checkbox"/> |
| The Anti-Discrimination Policy    | <input type="checkbox"/> |
| The Equal Opportunity Policy      | <input type="checkbox"/> |
| Others (please specify)           | <input type="checkbox"/> |

## 3. Details of the complaint/Appeal

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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

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

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 administration, you should discuss it with the Training/Compliance Administrator or PEO Principal Executive Officer. If the Complaint/Appeal involves a personal or welfare matter, you can approach the PEO. You may also put your concerns in writing.

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*Form received on:* \_\_\_\_\_ *Received by:* \_\_\_\_\_ *Reference Number* \_\_\_\_\_

*Name:* \_\_\_\_\_ *Student ID:* \_\_\_\_\_

*Signature of Student:* \_\_\_\_\_ *Date:* \_\_\_\_\_

# Complaints and Appeals Form

**Office Use only:**

**Investigation and Outcome**

7. Details of Investigation

8. Resolution

9. 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 in I above has worked to our mutual satisfaction and agree to close this complaint,

\_\_\_\_\_  
Student Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Institute Staff Name and Signature

\_\_\_\_\_  
Date

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

## Complaints and Appeals Form

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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 SPI's independent complaints and appeals body*

*(Refer to ASQA website: <http://www.asqa.gov.au/complaints/making-a-complaint.html>.)*