

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 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.

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

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 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.

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Form received on: _____ *Received by:* _____ *Reference Number* _____

Name: _____ *Student ID:* _____

Signature of Student: _____ *Date:* _____

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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: / /

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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>.)