



# COMPLAINTS AND APPEALS FORM (GRIEVANCE FORM)

Student name: \_\_\_\_\_

Course:  English  Vocational  Other: \_\_\_\_\_

Did you receive a notice of intention to report from EU?  No  Yes > Please attach a copy

## GRIEVANCE DETAILS

\_\_\_\_\_  
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\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Student signature: \_\_\_\_\_ Date: \_\_\_\_\_

A grievance 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 teacher or Student Care. If the problem cannot be resolved through speaking with your trainer or Student Care, you should discuss it with the Academic Manager or Principal Administrator. If the grievance involves a personal or welfare matter, you can approach Student Care located at the Campus.

You may also put your concerns in writing. If grievances are not resolved after discussion with the College, you may wish to refer to an external agency, e.g. The Overseas Students Ombudsman (1300 362 072), the Anti-Discrimination Board (9268 5555) or the Department of Fair Trading 13 3220. Further information may be obtained from the Department's website: [www.fairtrading.nsw.gov.au](http://www.fairtrading.nsw.gov.au). All grievances will be taken seriously and a written statement will be given, outlining the complaint or grievance, how it has been handled on appeal, the outcome and reasons for any decisions made.

The College's Complaints and Appeals Process does not limit the rights of students to take action under Australia's consumer protection laws.

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Form received on: \_\_\_\_\_ Received by: \_\_\_\_\_

Name: \_\_\_\_\_ Student ID: S400 \_\_\_\_\_

Signature of Student: \_\_\_\_\_

Submitted at:  Brisbane campus  Melbourne campus

Course:  English  Vocational  Other

Name of Receiving Officer: \_\_\_\_\_ Date Received: \_\_\_\_\_

Signature of Receiving Officer: \_\_\_\_\_

# Complaints and Appeals (Grievances) Report

Student Number: \_\_\_\_\_ Signed: \_\_\_\_\_

Student Name: \_\_\_\_\_ Staff Member: \_\_\_\_\_

Other interested parties: \_\_\_\_\_ Position: \_\_\_\_\_

Date received: \_\_\_\_\_ Date: \_\_\_\_\_

## Details

Grievance: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Investigation: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Resolution: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Follow up Action: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
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