



Complaints and Appeal Form

Details of Student			
I would like to make a (please tick) <input style="margin-left: 100px;" type="checkbox"/> Appeal <input style="margin-left: 100px;" type="checkbox"/> Complaint			
Student name:		Student #:	
Email address:		Phone #:	
Enrolled in:			
Complaint/Appeal (Please tick the main type(s) or issue(s) your complaint/appeal relates to):			
<input type="checkbox"/>	Course Information	<input type="checkbox"/>	Enrolment procedures
<input type="checkbox"/>	Cost information or procedures relating to financial matters	<input type="checkbox"/>	Student support and guidance
<input type="checkbox"/>	Program content or structure	<input type="checkbox"/>	Release request denied
<input type="checkbox"/>	Equipment or teaching resources	<input type="checkbox"/>	Refund request denied
<input type="checkbox"/>	Staff qualifications or skills	<input type="checkbox"/>	Other: _____
Complain/Appeal Details			
Please provide specific details of what your complaint/appeal is about and when the matter involved occurred. Providing as much detail as possible will assist us in investigating your complaint. If necessary, you may attach an extra page to this form.			
What is your desired outcome from your complaint/appeal? <div style="border: 1px solid black; height: 100px; width: 100%;"></div>			
Authorisation			
I hereby authorise Swann College to proceed with the investigation of my complaint/appeal.			
Student sign:		Date:	



Complaint/Appeal Action (Office use only)

Complaint/Appeal received by:		Date:	
Complaint/Appeal addressed by:		Meeting date and attendees (if applicable):	
Outcome of complaint/appeal:	<input type="checkbox"/> Successful <input type="checkbox"/> Unsuccessful		
Letter of outcome sent:	<input type="checkbox"/> Yes <input type="checkbox"/> No	Date:	

Comments:

a) Details of the outcome of the complaint/appeal

b) Reasoning to the decisions towards the outcomes of the complaint/appeal

c) Does the student wish to appeal the outcome of the complaint/appeal?
(If the student wishes to appeal the outcome of an appeal, they will need to provide further information or evidence to submit a further appeal. Students may wish to lodge an external appeal if no further evidence can be provided)

Additional Notes:

Authorisation

<input type="checkbox"/>	This complaint/appeal process has been completed and all parties involved have been informed of any changes in practice or operations where/when necessary.
<input type="checkbox"/>	The matter is still yet to be resolved
<input type="checkbox"/>	The student wishes to lodge an External Appeal

Comments:

RTO Manager Sign:		Date:	
CEO Sign:		Date:	

The original document is returned to the student while a photocopy is filed in the student's file. Any adjustments made to any policies or procedures because of any outcomes need to be registered in the Continuous Improvement Register.