

## STUDENT COMPLAINT FORM

Student name		Given Names	
Course		Student Number	
Type of Complaint	<input type="checkbox"/> Academic <input type="checkbox"/> Other _____		
Description of the complaint			
Date event occurred			
Names of any other people involved (including Staff)			
Names of witnesses (if relevant)			
Action requested	<input type="checkbox"/> Feedback only <input type="checkbox"/> Internal Investigation		
If Internal Investigation requested	<input type="checkbox"/> I wish to participate <input type="checkbox"/> I wish to nominate a support person to be present with me at meetings <input type="checkbox"/> I do not wish to participate		
Associated documents attached (eg. warning letters, medical certificates)	<input type="checkbox"/> Yes <input type="checkbox"/> No		
Student Visa holders who wish to lodge an external appeal or complain about this decision, can contact the Overseas Students Ombudsman. The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider. See the Overseas Students Ombudsman website <a href="http://www.oso.gov.au">www.oso.gov.au</a> or phone 1300 362 072 for more information.			
I accept the terms and conditions related to complaints and appeals, as explained to me by my tutor and the student handbook			<input type="checkbox"/> Yes
Signature		Date	

Student Complaint Form

**Office Use Only**

Complaint Number:

Reception

Referred to:		Appointment Made:		Signature	
Document copied		Student given a copy		Student Signature	
Notified Principal/Academic Director:	Yes <input type="checkbox"/>	Date		Signature	

Investigation

Investigated by:	Principal <input type="checkbox"/>	Academic Director <input type="checkbox"/>	Arbiter <input type="checkbox"/>	Date		Signature	
Meeting Outcome							
Complaint upheld	Yes <input type="checkbox"/> No <input type="checkbox"/>						
Student notified	Yes <input type="checkbox"/> No <input type="checkbox"/>		Date		Signature		
Explained External appeals process to student		Yes <input type="checkbox"/> No <input type="checkbox"/>		Date		Signature	
Complaint Not Upheld							
Recommend Remedial Action:							
Remedial Action completed	Yes <input type="checkbox"/> No <input type="checkbox"/>		Date		Signature		