

COMPLAINTS & APPEALS FORM

Instructions for students:

- Before you make a formal complaint or appeal, you should firstly discuss the matter with the appropriate member of staff, for example, your teacher or Student Services Officer. If the issue was not resolved, you should then have meet the Director of Studies to discuss your concern. if you have not followed these steps, please do so before you proceed with completing this form and lodging a formal complaint or appeal.
- If a complaint includes allegations about another individual, that person will be provided with a copy of all relevant documentation, including a copy of this completed complaint form.
- Please note that there are other policies and regulations to deal with student or staff misconduct, harassment or sexual harassment, and assessment difficulties.
- Completed Student Complaint Forms are to be sent to admissions@scotsenglish.edu.au or handed to Student Support Services, in a sealed envelope marked 'Student Complaint, Confidential'.
- Please read the Complaints & Appeals Policy & Procedures. If you have any questions, please ask at Student Services.
- Please complete all parts of this form.
- Please show which type of complaint or appeal you wish to lodge:
 - Academic complaint (for example, your examination results, course, etc.)
 - General complaint (about Scots English College's services, facilities, member of staff, etc.) Appeal against Scots English College's decision to report you to DIBP
 - Appeal against Scots English College's decision to suspend or cancel your enrolment.

Part 1: Personal Details

Your title:	
Your Surname:	
Given Name:	
Student number:	
Phone No.	
Email address:	

Part 2: Your Complaint or Appeal

Please provide as much details as possible including dates, names of people, places, how the problem has affected you, etc.

I would like to complaint about, my rate of attendance, being treated unfairly, my test results

What steps have you taken to resolve this complaint/ appeal?

Part 3: Declaration & Signature

I have read Scots English College's Complaints & Appeals Policy & Procedure and I understand that its contents.	<input type="checkbox"/> YES <input type="checkbox"/> NO
I have attached any documents that will support my complaint or appeal.	<input type="checkbox"/> YES <input type="checkbox"/> NO
I understand that I will receive the outcome of my complaint or appeal within 10 working days of my meeting with the Appeals Review Committee.	<input type="checkbox"/> YES <input type="checkbox"/> NO
I declare that all the information above and in any supporting documentation is true and accurate.	
Student's name:	Students signature:
Date:	

Office Use only

Appeals Review Committee response:	<input type="checkbox"/> Appeal upheld <input type="checkbox"/> Appeal refused
Written outcome issued to student	<input type="checkbox"/> YES <input type="checkbox"/> NO