

Complaints and Appeals Form

Stage I (Informal Resolution)

(Students who wish to lodge complaint/appeal are to fill in this form and meet the Student Services Officer/Student Welfare Officer)

Important Information

- You should read the policy and procedures carefully to establish your eligibility for complaints and appeals
- Any request for lodging any formal complaints and appeals must be made in writing, using this form
- Before your form for complaints and an Appeals will be considered, you must complete all the sections below and attach documents relevant to your application

Informal Complaint Process

- Any student with a complaint may raise the matter with trainers and coordinators of ALATA and attempt an informal resolution.
- Students who are not satisfied with the outcome of the complaint are encouraged to register a formal complaint.

Formal Complaint Process

Should the complaint remain unresolved after informal resolution is attempted then the student should complete a Formal Complaint and Appeal form, contact the Student Welfare Officer, and arrange a meeting. At this meeting, the complaint can be raised and a resolution attempted.

Appeals process

- Appeals against academic assessment
- Appeals against the notification of intension to report due to unsatisfactory course progress / non-payment of fees
- Appeals against the result of an application for special consideration in relation to an individual student
- Appeals against the application for suspension/deferment/cancellation of
- Enrolment

Processing Time: 10 working days from the date of receipt

Complaints and Appeals Form

| | | | | |
|--|-------------------------------|--|------------------|--|
| Personal Details | Students Name | | | |
| Student Id | | | | |
| Course | Batch no | | | |
| State Nature (Tick mark relevant field) State Nature | Complaint | | Appeal | |
| | Academic | | Personal/General | |
| Brief narration (add additional sheets where required) | <hr/> <hr/> <hr/> <hr/> | | | |
| Have you tried to resolve the issue informally with the concerned staff? If so, what was the outcome? | <hr/> <hr/> <hr/> <hr/> <hr/> | | | |
| Students Signature | Date | | | |
| Student Services/Welfare Officer Signature | Date | | | |

Note: The Student Services Officer is the point of contact, who would facilitate and coordinate the entire process, either informally or formally and for compilation of Records.

Complaints and Appeals Form

Stage II (Formal Resolution, through Internal Appeals Committee)

(To be filled by the Student)

Date of submission:/...../.....

(Use this form if the Complaint /Appeals are not resolved informally)

| | | | | |
|---|---|---------------------------------|--------------------------|--------------------------|
| PERSONAL DETAILS | Students Name | | Student Id | |
| | Course | | | |
| | Batch no..... | | | |
| | Student Support Person: | | | |
| <i>State Nature</i> (Tick mark relevant field) State Nature | <input type="checkbox"/> Complaint | <input type="checkbox"/> Appeal | <input type="checkbox"/> | <input type="checkbox"/> |
| Complaint/Appeal (add additional sheets where required) | <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> | | | |
| | Student Signature: Date:...../...../..... | | | |
| Records | Part I (Student Complaints and Appeals Process) should be attached to this form | | | |

Note:

1. The student can be accompanied by a 'Support Person' while hearing the case in the Internal Complaints/Appeals Committee.
2. Note that during this process, a student's enrolment will be maintained until the outcome of the complaint or appeal is known, except for exceptional cases. Please provide a written statement of the outcome including reasons and details for the decision to the student within 3 working days.
3. The procedure does not remove the right of the student to take action under Australia's consumer protection laws.

Complaints and Appeals Form

| <u>Deliberations of Internal Complaints Committee</u> | |
|---|------------|
| Date convened:/...../..... | |
| Remarks of Course Coordinator/Training Manager (For Academic issues) or RTO Manager for Personal or General concerns) After Interview/meeting the Student | _____ |
| | _____ |
| | _____ |
| | _____ |
| | _____ |
| | _____ |
| | Signature: |
| | Date: |
| Students Signature | Date: |
| RTO Manager | Name: |
| Training Manager | Name: |
| Deliberations/ Decisions of CEO | _____ |
| | _____ |
| | _____ |
| | _____ |



Complaints and Appeals Form

Note: Where the internal Complaints/Appeals is unsuccessful, the student should be advised of the External Complaints and Appeals procedure. If the student seeks external appeals, he should be guided through the process.

Note that a student may access and receive the outcome of only one external appeals process before AEA may report the student on PRISMS with regards to non-compliance for attendance/academic progress issues (Standards 8 –National Code 2018).

Actions by the convener:

Actions by the RTO Manager
