

ACADEMIC FORMAL COMPLAINTS AND APPEALS FORM

If you have an academic complaint or appeal request that you wish to make formally i.e. in writing, please complete and submit this form to the Administration, stating your issue and outcomes you are seeking.

For more information on Appeals and Complaints, please refer to the Student Handbook.

NOTE: academic matters include complaints and appeals in relation to: student progress, curriculum and awards, Assessments, assessment outcomes, assessment conditions, RPL outcomes, CT Outcomes: in a course.

Personal Details			
Student ID			
Family Name		First Name	
Email Address		Contact number	
Course information			
Course Code		Course Name & Unit	
Course Location			
Purpose of submitting this form			
<input type="checkbox"/> Formal Complaint	<input type="checkbox"/> Formal appeal request resulting from an unresolved academic issue through Australian Educare College (AEC) internal dispute resolution		
Please select from the following categories which best relates to your complaint.			
<input type="checkbox"/> Student progress	<input type="checkbox"/> Delivery	<input type="checkbox"/> Curriculum	
<input type="checkbox"/> Assessment or outcomes	<input type="checkbox"/> Trainer and assessor	<input type="checkbox"/> Other, please explain -----	
Please provide details regarding your complaint or appeal request including date/s, people involved etc. Attach additional information, evidence and/or any notes.			

If you are making a formal appeal request please advise how you have attempted to resolve this matter previously. Attach any supporting information including dates of discussions, people contacted, discussions and outcomes.

Please specify what action you would like Australian Educare College to consider/take in relation to your complaint or appeal.

Declaration (if sending via email, you do not need to complete this section as your email is confirmation of this declaration).

I declare that all information provided on this form is true and correct

Signature

Date

- 1. Australian Educare College will contact you by phone and through a letter acknowledging receipt of your formal notice and to organise a meeting of parties to attempt a resolution through Australian Educare College Internal Dispute Resolution (IDR) processes.**
- 2. There is no charge for using IDR and Australian Educare College will provide you with a written notification of the resolution agreements and actions.**
- 3. If at the conclusion of the IDR you are not satisfied it is recommended that you use the external Dispute Resolution (EDR) processes made available by Australian Educare College (please refer to your handbook).**
- 4. Note that the use of Australian Educare College EDR may carry charges**
- 5. The use of Australian Educare College Complaints and Appeals Policy and Procedure does not remove the right of the complainant under Australian Consumer Law and to use their own legal representation.**

Australian Educare College USE ONLY

Date received		Received by	
Approved/Declined	Name:	Position	Date
Processed by Student Administration Y/ N	Letter sent Y / N	Student's file updated	Continuous Improvement System Activated Y / N