

NON-ACADEMIC Formal Complaints and Appeals Form

If you have a non-academic complaint or appeal request that you wish to make formally i.e. in writing, please complete and submit this form to Student Administration, stating your issue and outcomes you are seeking. For more information on Appeals and Complaints, please refer to Student Handbook

NOTE: non-academic matters include complaints in relation to: attendance, personal information that is held in relation to the student, Non-academic decisions made by Australian Educare College (AEC). such as - harassment, vilification, discrimination, financial matters, fines and payments, application procedures, exclusions from events and facilities., attendance, finances, behavior of any party, third parties, registration/enrolment application outcomes, deferment and transfer outcomes

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 non- academic issue through AEC internal dispute resolution		
Please select from the following categories which best relates to your complaint.			
<input type="checkbox"/> personal information	<input type="checkbox"/> harassment, vilification, discrimination	<input type="checkbox"/> financial matters, fines and payments	
<input type="checkbox"/> application procedures	<input type="checkbox"/> exclusions from events and facilities	<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 AEC 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 or to Australian Educare College**
- 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.**

AEC 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