



### Complaints and Appeals Form

Student Details	
Complainant / Appellant Name	
Date of Complaint / Appeal	
Email	
Phone / Mobile Number	
Type of Complaint / Appeal	<p><b>Complaint against:</b> <i>(tick applicable one/s)</i></p> <p> <input type="checkbox"/> The College                      <input type="checkbox"/> Trainer and Assessor                      <input type="checkbox"/> Other staff  <input type="checkbox"/> Third-party                      <input type="checkbox"/> Another student                      <input type="checkbox"/> Work placement organisation  <input type="checkbox"/> Others <i>(please specify)</i> </p> <p><b>Appeals against:</b> <i>(tick applicable one/s)</i></p> <p> <input type="checkbox"/> Assessment decision/s                      <input type="checkbox"/> Enrolment decision/s                      <input type="checkbox"/> Complaints outcome decision/s  <input type="checkbox"/> Others <i>(please specify)</i> </p>
Have you discussed and resolved the issue with the staff member/s involved informally?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Details of Complaint / Appeal  <i>(please describe your complaint or appeal and</i>	



*add more space if required)*

**Note:** submit your completed Complaints and Appeals Form to [info@unitedcolleges.edu.au](mailto:info@unitedcolleges.edu.au)

**Office Use Only**

Complaint / Appeal acknowledged within 3 calendar days using Complaints and Appeals Acknowledgement Letter	<input type="checkbox"/> Yes <input type="checkbox"/> No
Complaint / Appeal is assessed within 10 days of the receipt	<input type="checkbox"/> Yes <input type="checkbox"/> No
All parties involved are given the opportunity to be heard	<input type="checkbox"/> Yes <input type="checkbox"/> No
Complaints/Appeals are discussed in the Q&C Meeting	<input type="checkbox"/> Yes <input type="checkbox"/> No
Finalise the complaint/appeal within twenty (20) working days?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Do you need more than 60 calendar days to process and finalise the decision?	<input type="checkbox"/> Yes <input type="checkbox"/> No If <b>Yes</b> , have you: <ul style="list-style-type: none"> <li>Informed the complaint / appellant in writing using Complaints and Appeals Email Template, outlining why such timeframe is required? <input type="checkbox"/> Yes <input type="checkbox"/> No</li> </ul>



	<ul style="list-style-type: none"><li>Kept the complainant / appellant updated every two weeks on the progress of the matter? <input type="checkbox"/> Yes <input type="checkbox"/> No</li></ul>
Record outcome of the meeting here ( <i>add more space if required</i> )	
Notify the outcome to the complainant/appellant within 5 business days of the decision being made using Complaints and Appeals Outcome Email Template?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Enter the outcome into a Continuous Improvement Register	<input type="checkbox"/> Yes <input type="checkbox"/> No
Action any corrective actions?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Secure all written records including the complete form, outcomes and detailed reasoning in the Student Management System?	<input type="checkbox"/> Yes <input type="checkbox"/> No