

Complaints and Appeals Form

Reference Number:	
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To make a complaint or an appeal fill out this form with any supporting evidence and hand it to the Student Support Officer. They will follow the Complaints and Appeals policy and procedure of Swanston Institute. This form and any supporting evidence or correspondence will be filed in your student file.

1. Personal Details:	
Student Name:	
Student ID Number:	
Mobile Number:	
Email Address:	
Course:	
Trainer:	
Current Address:	

Type of Incident:	☐ Complaint ☐ Appeal ☐ Assessment Appeal
2. Complaint / Appeal Does your complaint/appeal relate to the following (please tick appropriate box)	☐ Assessment / Result of Assessment ☐ Code of Practice ☐ The Anti-Discrimination Policy ☐ The Equal Opportunity Policy ☐ Others (please specify)
3. Details of the Complaint / Appeal	
4. If Complaint/Appeal relates to assessments, have you taken up your Complaint/Appeal to your Trainer? ☐ Yes ☐ No Otherwise, have you raised the matter with the Student Administration Department? ☐ Yes ☐ No	

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5. If your answer to either of the above questions is 'no', please explain why and explain to whom within the College, if anyone, you have raised the matter explain.

6. What is your desired outcome which you believe would settle the Complaint/Appeal?

Student's Signature:

Date:

A Complaint/Appeal is a problem you might experience with Swanston Institute, about something that has happened which you believe is unfair. Generally, the first person to see about this problem is your trainer or Student administration. If the problem cannot be resolved through speaking with your trainer or Student Support Officer, you should discuss it with the Training Manager/ Course Coordinator/ CEO. If the Complaint/Appeal involves a personal or welfare matter, you can approach the CEO. You may also put your concerns in writing.

Form received on:	
Received by:	
Reference Number:	
Student Name:	
Student' signature:	
Student ID Number:	
Date:	

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OFFICE USE ONLY:

INVESTIGATION AND OUTCOME	
7. Details of Investigation	
8. Resolution	

9. Closure of Student's Complaint/Appeal and Mutually Satisfactory Outcome:

This part to be signed by both the student and the college staff representative, when a mutually satisfactory resolution has been achieved.

We, _____ and _____ declare that the resolution described above has worked to our mutual satisfaction and we agree to close this complaint/appeal.

Date of Closure:	
Student's Signature:	
Swanston Staff Name and Signature:	

Student notified of outcome in writing and record placed in student's file: ☐ Yes ☐ No Date: / /
Continuous Improvement Request (CIR) Raised: ☐ Yes ☐ No Date: _____

CIR Raised by: _____

*Note: Please attach the completed CIR form with any supporting evidence and submit it to the Training Coordinator.
If a student is unhappy with the outcome, they will be advised of their right to appeal or access the Swanston Institute independent complaints and appeals body.*

(Refer to ASQA website: <http://www.asqa.gov.au/complaints/making-a-complaint.html>)