

Complaints & Appeals Form

1. General Information

Please use this form if you would like to lodge a **complaint** or you would like to make an **appeal** about a decision Australian Techno Management College Pty. Ltd. (Apsley college) has made, including but not limited to:

Academic Nature:

- * Assessment outcomes
- * Trainers / Assessors
- * Learning Resources
- * Assessment Tools
- * Learning / Classroom Environment

Non - Academic Nature:

- * Attendance / Course Progress records
- * Course fees
- * Non-academic staff e.g. Student Services
- * Disciplinary actions i.e. misbehaviour
- * Resources, facilities, equipment
- * Notifications of intention to cancel your enrolment at Apsley college
- * Notifications of intension to report you to DHA, and
- * Other decisions directly or indirectly affecting you.

All complaints/appeals will be discussed with the Student Services & Administration Coordinator and any other relevant persons such as your Trainer may be invited to the meeting. The Student Support Officer may invite you to a hearing or for further information. Meetings will be confidential and no data will be released to any third party, except where requested by an Australian Government authority. You will be contacted within 10 days of the date your complaint/appeal is lodged.

Details of your *complaint/appeal* is recorded and stored in your student file and Apsley college student database.

Your enrolment will be maintained throughout the *complaint/appeal* process and you MUST continue to attend your classes until the outcome of the complaint/appeal is finalised.

Throughout the *complaint / appeal* process you will be able to:

- * Bring a support person e.g. a friend or a family memeber to all meetings; and
- * Ask for a translator

Once a decision has been reached, you will be informed about the outcome of your **complaint/appeal**. If you are still not satisfied with the advice and outcome then you have the right to lodge a complaint/appeal to the Overseas Students Ombudsman.

For the information relating to the Overseas Students Ombudsman services, please visit **www.oso.gov.au** or phone **1300 362 072.** You can access Overseas Students Ombudsman services at no charge. For more information, please refer to the **Complaints and Appeals Policy located at Apsley college website www.apsley.nsw.edu.au**

Please complete and sign the attached Complaint & Appeal Form and submit it to Apsley college via mail or in person or by email to info@apsley.nsw.edu.au to initiate the process.

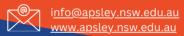
Australian Techno Management College Pty Ltd T/A Apsley College



RTO 45335

CRICOS: 03672B







If you have any further questions relating to the complaint & appeal process meet our Student Support Officer.

Note: If the internal or any external complaint handling or appeal process results in a decision that supports the student, Apsley college must immediately implement any decision and/or corrective and preventative action require and advise the students of the outcome.

(Please fill the form on next page)



Complaints & Appeals Form

2. Personal Details		
Student ID: Student Nan	ne:	
Course:		
3. Contact Details		
Mobile: Email Address:		
What is your current residential address ?		
	Postcode:	
What is your current mailing address ? (if different) ?		
	Postcode:	
Preffered contact method	Email Unknown	
4. Complaint / Appeal Details		
Reason for this Complaint / Appeal (please tick)		
Academic Nature:		
Assessment outcomes Trainers / Assessors Learning Resource	es Assessment Tools Assessment outcomes	
Non- Academic Nature:		
Attendance / Course Progress Records	Course Fees	
Disciplinary actions i.e. misbehaviour	Resources, facilities, equipment	
Notifications of intension to report you to DHA	Other decisions directly or indirectly affecting you	
Notifications of intension to cancel your enrollment at Apsley College	Non-academic staff e.g. Student Services	
Have you complained about this issue before?		
☐ Yes Date		

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5. Complaint / Appeal Summary

Please outline the reasons for Attach additional pages as nec		appeal and attach any evidence to	o support your compaint / appeal.	
6. Privacy Notice				
		clusively to resolve your complaint / a ssion, unless we are required to do s	appeal. None of the information you provide to by law.	e on this form will be disclosed to
Receiving Staff Member:			Date:	
Complaint / Appeal lodged:	☐ Via Mail	By Email	☐ In Person	
Complaint / Appeal discussed	d with:			
Complaint /Appeal Outcome	Successful	Unsuccessful		
	Confirmed by: $\left[\right.$		Date:	
	Confirmed by:		Date:	
	Confirmed by: $\left[ight.$		Date:	
Proposed actions identified in panel meeting:		A		
Proposed actions communicated to student:	☐ Via Mail	☐ In Person	Date:	
	Other		Copy Attached	
Student's response to proposed actions & outcome:	Accepts and	d agrees ——)	File copy in student's personal file	
Australia	Disagrees, n Techno	student remains unhappy ———————————————————————————————————	Student Support Officer will contact student to access services of Oversea	
	ABN: 3360921	6/5/ RTO 4533		





Implementation of proposed action:	Other (please list action/s taken, and who is	s responsible)			
Continous Improvment Request					
Counselling Record Form					
Payment Plan Application Form					
Referral to					
Course Variation Application Form					
Change of trainer to					
Creation of agreement that the student has to adhere to					
I confirm all required action/s are completed: Yes No					
Name: Signature		Completion Date:			
Signature		Completion Pate.			

