

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.



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 Name:

Course:

3. Contact Details

Mobile: Email Address:

What is your current residential address ?

Postcode:

What is your current mailing address ? (if different) ?

Postcode:

Preferred contact method Telephone Letter Email Unknown

4. Complaint / Appeal Details

Reason for this Complaint / Appeal (please tick)

Academic Nature:

Assessment outcomes Trainers / Assessors Learning Resources 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

No



5. Complaint / Appeal Summary

Please outline the reasons for your complaint / appeal and attach any evidence to support your complaint / appeal.

Attach additional pages as necessary

6. Privacy Notice

The information provided on this form will be used exclusively to resolve your complaint / appeal. None of the information you provide on this form will be disclosed to anyone outside of this business without your permission, unless we are required to do so by law.

Receiving Staff Member:

Date:

Complaint / Appeal lodged:

Via Mail

By Email

In Person

Complaint / Appeal discussed with:

Complaint / Appeal Outcome

Successful

Unsuccessful

Confirmed by:

Date:

Confirmed by:

Date:

Confirmed by:

Date:

Proposed actions identified in panel meeting:

Proposed actions communicated to student:

Via Mail

In Person

Date:

Other

Copy Attached

Student's response to proposed actions & outcome:

Accepts and agrees

→ File copy in student's personal file

Disagrees, student remains unhappy

→ Student Support Officer will contact student within 10 days to assist student to access services of Overseas Student Ombudsman



Implementation of proposed action:

- Continuous Improvement 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

Other (please list action/s taken, and who is responsible)

I confirm all required action/s are completed: Yes No

Name:

Signature:

Completion Date:

