



APPEALS AND/OR COMPLAINTS FORM

Your enrolment will be maintained throughout the appeals process.

A typed and signed letter addressed to the principal must be attached along with this form.

Please provide full details of the reasons for poor attendance, course progress, any other issues and how you propose to remedy the matter if provided an opportunity. (Attach your letter of appeal and all documentation relevant to your appeal/complaint e.g., medical certificates, and any other evidence.)

This procedure describes the processes whereby Australian Tertiary Institute confidentially and effectively controls and manages all complaints, grievances and appeals relating to its delivery of training and assessment services.

Definitions

A grievance, complaint or appeal is deemed to be dissatisfaction with the procedures, outcomes or the quality of service provided by employees of the RTO in relation to the following processes:

- Enrolment process
- Quality of training delivery
- Competency assessment, including recognition of prior learning
- Issuing of results, certificates and/or statements of attainment
- Any other activities associated with the delivery of training and assessment services
- Other issues such as discrimination, sexual harassment, student amenities, and any other issues.

Procedure

Complaints, grievances, and appeals are treated seriously, investigated thoroughly, and dealt with confidentially and effectively.

The principles of this policy are:

- The complaints and appeals process will be fair, accessible, visible, comprehensive, responsive, accountable, and constructive.
- The complaints process is free of charge.
- Privacy and confidentiality will be maintained throughout the process.
- The resolution of a complaint/appeal is the responsibility of all parties concerned.

By following the steps listed Australian Tertiary Institute will ensure that the complaint, grievance or appeal shall be handled in a professional, timely and confidential manner:

1. The complaint, grievance or appeal is made in writing and forwarded to Australian Tertiary Institute's Student Support Officer for registration in the Complaints, Grievances and Appeals Register.
2. Within five working days, the Compliance & Training Manager who will discuss the issue and attempt to resolve will contact the student.
3. If no resolution is agreed to then the issue will be passed to a panel of three people



comprising of Compliance & Training Manager, staff member, student representative, and any agreed external party. The appellant needs to agree with this membership.

4. If still no resolution, the student is advised to
contact: Overseas Students Ombudsman
Call: 1300 362 072
Enquiries 9am to 5pm Monday to Friday (AEST)

The student will be advised in writing the result or progress of the complaint, grievance, or appeal at each step. Australian Tertiary Institute ensures that people who make complaints or act as witnesses are not victimized in any way.



Personal Details

Title:	Mr <input type="checkbox"/>	Mrs <input type="checkbox"/>	Ms <input type="checkbox"/>	Other <input type="checkbox"/>	Date: / /
Student ID:	Group No		Trainer		
Last Name:					
Email Address:					
Mobile:					
Home Phone:					
Preferred Contact Method:	Phone <input type="checkbox"/>	Email <input type="checkbox"/>	Letter <input type="checkbox"/>		

Mailing Address

What is your current residential address?			Postcode:
What is your postal address? If different?			Postcode:

Appeal Details

What is the nature of your appeals/complaint?	Attendance <input type="checkbox"/>	First Warning <input type="checkbox"/>	
	Course Progress <input type="checkbox"/>	Letter Second <input type="checkbox"/>	
		Warning Letter <input type="checkbox"/>	
		Notification of Intention to Cancel <input type="checkbox"/>	
	Termination Letter <input type="checkbox"/>		
	Australian Tertiary Institute Staff Member <input type="checkbox"/>	Australian Tertiary Institute Student <input type="checkbox"/>	Other <input type="checkbox"/>

BRIEF OVERVIEW –
NOTE - APPEALS REQUIRE A DETAILED TYPED LETTER AND SUPPORTING EVIDENCE ATTACHED



What actions will/should be taken to prevent this in the future?		
Declaration		
I certify that all the information provided by me on this form and all accompanying documents is true and correct to the best of my knowledge.		
Student Signature:	Date Submitted: / /	
I am willing to attend a meeting with a Australian Tertiary Institute representative if the need arises.	Yes	No



OFFICE USE ONLY

Received by:	Date:	Fees Outstanding:	Signed Accounts:		
Lodged by:	Phone <input type="checkbox"/>	Email <input type="checkbox"/>	Letter <input type="checkbox"/>	In Person <input type="checkbox"/>	
Analyzed by:			Date:	/ /	
Proposed Actions identified:					
Proposed Actions communicated to Student		Phone <input type="checkbox"/>	Email <input type="checkbox"/>	Letter <input type="checkbox"/>	In Person <input type="checkbox"/>
Communicated by:			Date:	/ /	

Further Notes:

All Documentation to be updated in SMS and placed in student file