



SWANN COLLEGE

COMPLAINTS AND APPEAL FORM

Details of student

I _____ would like to make an
Name in Full

- Appeal
 Complaint

My student number is _____ and I am enrolled in the following course(s):

Complaint/Appeal

Type of complaint/appeal

Please tick the main type(s) or issue(s) your complaint/appeal relates to:

- Course Information
- Cost information or procedures relating to financial matters
- Program content or structure
- Equipment or teaching resources
- Staff qualifications or skills
- Enrolment procedures
- Student support and guidance
- Release request denied
- Refund request denied
- Other (please list below)

Complaint/Appeal details

Please provide specific details of what your complaint/appeal is about and when the matter involved occurred. Providing as much detail as possible will assist us in investigating your complaint. If necessary you may attach an extra page to this form.

What is your desired outcome from your complaint/appeal?

Authorisation

I hereby authorise Swann College to proceed with the investigation of my complaint/appeal.

Signature: _____ Date: _____

Complaint/Appeal Action

Office Use Only

Complaint/Appeal received by	
Date	
Complaint/Appeal Addressed by	
Meeting date and attendees (if applicable)	
Outcome of meeting of complaint/appeal	<input type="checkbox"/> Successful <input type="checkbox"/> Unsuccessful
Date that the letter detailing complaint/appeal outcome was sent	
If complaint/appeal is successful, actions has been taken to rectify and by whom	
If complaint/appeal is unsuccessful was student notified in letter of their right to a further appeal and/or an external appeal	

Officer who sent letter detailing outcome	
--	--

Comments:

Complaint/Appeal Outcome:

a) Details of the outcome of the complaint/appeal

b) Reasoning to the decisions towards the outcomes of the complaint/appeal

c) Does the student wish to appeal the outcome of the complaint/appeal?

(If the student wishes to appeal the outcome of an appeal they will need to provide further information or evidence to submit a further appeal. Students may wish to lodge an external appeal if no further evidence can be provided)

d) Additional Notes:

Authorisation

- This complaint/appeal process has been completed and all parties involved have been informed
of any changes in practice or operations where/when necessary.
- The matter is still yet to be resolved
- The student wishes to lodge an External Appeal

Comment:

RTO Manager Signature: _____ **Date:** _____

CEO Signature: _____ **Date:** _____

- Entered on the Continuous Improvement Register

The original document is returned to the student while a photocopy is filed in the students file. Any adjustments made to any policies or procedures because of any outcomes need to be registered in the Continuous Improvement Register.