

**Complaints and Appeals Form**

Parts of the Formal Process

MATIC INTERNATIONAL COLLEGE

RTO CODE: 46253 CRICOS CODE: 04269E

Level 1, 620 Bourke Street, Melbourne CBD

VIC, 3000, Australia

info@matic.vic.edu.auwww.matic.vic.edu.au**COMPLAINTS AND APPEALS FORM****STUDENTS DETAILS**

| | | | |
|------------------------|--|--------------------------|--|
| Lodgement Date: | | Lodgement Number: | |
| Student Name: | | Student ID: | |
| DOB: | | Contact No: | |
| Email: | | USI Number: | |
| Gender: | | Nationality: | |

THIS COMPLAINT / APPEALS IS REGARDING:

| | | | |
|---|--------------------------|--|--------------------------|
| My Course | <input type="checkbox"/> | Learning Environment: | <input type="checkbox"/> |
| My Trainer (S) / Assessor (S) | <input type="checkbox"/> | Facilities: | <input type="checkbox"/> |
| Assessment | <input type="checkbox"/> | Practices, Policies and / or Procedures | <input type="checkbox"/> |
| <input type="checkbox"/> Other (Please Specify): | | | |

THIS COMPLAINT / APPEALS IS REGARDING:**Specify Date of the event which lead to this complaint (if Applicable):**

| | |
|--|--|
| Date: | |
| Student Signatures (Complainer): | |
| Specify here about any attachments attached with this Form: | |
| | |



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SECTION BELOW SHOULD BE FILLED IN THE OFFICER AT MATIC INTERNATIONAL:

☐ Allocated an Officer to look in to these complain.

☐ Resolved Internally

☐ Entry into Complaints and Appeal register

Complain Number:

☐ Not resolved Went for External appeal

Comments:

Signature:

Date:

