

Complaint and Appeal Form

The complainant and appellant can use this form to fill in and lodge formal complaints and/or appeals regarding the issues in relation to the college, staff, students, training products, assessments, services, and other possible issues.

The complainant and appellant must provide all relevant details in Sections A to C in this form.

Section A: Required information:

Student Name	
Student ID	
Email	
Phone No.	
Qualification enrolled in	
Complaint submission date	

Section B: Details of Formal Complaints and/or Appeals

- (i) Please provide details regarding the issue, including the date and place where the event took place.

- (ii) Please provide evidence to support your complaints and/or appeals, such as the parties in concern, any support person, and any relevant documents (if any). Please mention the names of supporting documents and attach them together with this form.

- (iii) Please specify your desired outcomes from the formal complaint and/or appeal investigation.

(iv) Please identify other relevant information regarding the complaints and appeals (if any).

Section C: Acknowledgement

I have read and understood the *Complaints and Appeal Policy and Procedure*. I hereby declare that all the information provided above is accurate and take full responsibility for it. I understand that I may be asked to provide additional information or attend a meeting to discuss my complaint or appeal further if required.

Signature: _____

Name: _____

Date: _____

For Office Use Only

The college staff assigned to resolve the complaint and/or appeal will provide the decision in writing here.

Decision	
Reason for decision	
Signature	
Date	