

## Complaints and Appeal Form

### About this form

This form is to be utilised for filing complaints and grievance or appealing in contradiction of an Academic or Non-Academic decision made by Australian College of Technical Studies.

The National Codes Standard 10 and The SRTO 2015 Standard 6 requires an RTO to have an internal system in place to record, acknowledge and deal with complaints and appeals by potential and enrolled students, employees of the RTO and third parties related to RTO.

Please note that by filling this form you will be lodging a formal complaint or appeal. You can report issues related to harassment, discrimination, unfair treatment regarding conditions of training situations by the trainers, assessors, other staff, assessment outcome and/or work situations, a third-party providing services on behalf of Australian College of Technical Studies, and learner of Australian College of Technical Studies.

Your complaint or appeal will be acknowledged in writing within 7 days and finalised as soon as practicable but not more than 60 calendar days.

Please refer to Complaint and Appeal policy and procedure available on our website <https://www.actstudies.edu.au/> and in your student handbook.

### Student Details

<b>Full Name</b>	
<b>Student ID</b>	
<b>Email</b>	
<b>Phone</b>	
<b>Address</b>	
<b>Course (s) Enrolled</b>	
<b>Enrolment Status</b>	<input type="checkbox"/> Potential <input type="checkbox"/> Currently Enrolled

### Nature of Complaint / Grievance / Appeals

<b>Type of Complaint / Grievance / Appeal</b>	<input type="checkbox"/> Academic <input type="checkbox"/> Non-Academic
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**Explain the nature of complain grievance or appeal in detail. You can mention details as time, date, location and name of people involved. Attach any relevant information or document to support your complaint or grievance. You can use extra sheet if require.**

### Student Declaration

*I declare that the documents and information I have provided is true and correct. I authorize Australian College of Technical Studies to verify my provided details with any party involved.*

**Student Signature:**

**Date:**

### Admin Use only

**Complaint Forwarded to  
Complaints and Appeal  
Committee**

Yes       No

**Signature of Admin Officer**

**Date of Approval**

## Complaints and Appeal Committee Only

**Type of action taken**

Meeting     Investigation     Interviews     Formal Hearing

**Briefly explain the outcome of the action taken. Attach all documentation and provide all information collected to form the decision.**

**Do outcome of decision  
require external referral**

Yes     No

**Date of referral**

**Recorded the decision**

Yes     No

**Date of Decision**

**Informed the student  
about the decision**

Yes     No

**Date of Email**

**Name (s) of Authorised  
Member of C&A  
Committee**

**Signature of the  
Authorised C&A  
Committee Member**