



Use this form for all student complaints or appeals.

Date raised	Reason(s)	TICK
Name of student	Student Complaint	<input type="checkbox"/>
	Student Appeal	<input type="checkbox"/>
	Other (specify)	<input type="checkbox"/>

Section 1 - Complaint / Appeal

Complaint Provide as much detail as possible on complaint including cause	Appeal Provide as much detail as possible on appeal including grounds for appeal
Nature of complaint:	Decision being appealed:
People involved:	Stated grounds for appeal:
Dates:	Has appeal been lodged in writing?
Cause(s):	<input type="checkbox"/> Yes <input type="checkbox"/> No



Student Complaints and Appeals Form

Liberty Construction College

CRICOS Code: 03621B/Provider Code: 45199

Section 2 - Action to be taken

<p>Action to be taken to address complaint: (Note, if student wishes independent people to hear the complaint follow appeals process and complete appeals sections 2 and 3).</p> <p>Who by:</p> <p>By When:</p>	<p>After discussion, is the appeal to be pursued by the student?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>If Yes, advise the PEO who will arrange a convening of independent person(s) to hear the appeal.</p> <p>Has the student been advised of the Appeals process?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
---	--



Student Complaints and Appeals Form

Liberty Construction College

CRICOS Code: 03621B/Provider Code: 45199

Section 3 Complaint or Appeal Outcome

Complaint	Appeal Detail outcomes from Appeals process
<p>Agreed action completed and complaint effectively dealt with?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>If No, detail further action(s) to be taken.</p> <p>Sign off only to be done when the complaint has been fully addressed and resolved.</p> <p>Signed: _____</p>	<p>Was the student successful in their appeal?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>If Yes, provide details of the documented changes required to reflect successful appeal.</p> <p>Changes required:</p> <p>Timeframe for changes:</p> <p>If No, or when changes have been made the appeal can then be signed off as complete.</p> <p>Signed: _____</p>