AUSTRALIAN PACIFIC COLLEGE
AUSTRALIAN OWNED & OPERATED SINCE 1993
Sydney | Bondi Junction | Manly Beach | Brisbane

COMPLAINTS & APPEALS FORM
(GRIEVANCE FORM)

Student Name: _____ Student Number: _____

Course: ❑ English ❑ Vocational ❑ Other _____

Did you receive a notice of intention to report from APC? ❑ No ❑ Yes → *Please attach copy*

Details of Grievance

_____

_____

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_____

_____

_____

Student's Signature: _____ Date: _____

A grievance is a problem you might experience with the College, about something that has happened which you believe is unfair. Generally, the first person to see about this problem is your trainer/teacher or Student Services. If the problem cannot be resolved through speaking with your trainer or Student Services, you should discuss it with the Academic Manager (ELICOS) or Principal Academic Director (PAD). If the grievance involves a personal or welfare matter, you can approach Student Services located at the Kent Street Campus.

You may also put your concerns in writing. If grievances are not resolved after discussion with the College, you may wish to refer to an external agency, e.g. The Overseas Students Ombudsman (1300 362 072), the Anti-Discrimination Board (9268 5555) or the Department of Fair Trading 13 3220. Further information may be obtained from the Department's website: www.fairtrading.nsw.gov.au

All grievances will be taken seriously and a written statement will be given, outlining the complaint or grievance, how it has been handled on appeal, the outcome and reasons for any decisions made. Also refer to the APC website which has links to important legal sites in Australia -> www.apc.edu.au

The College's Complaints and Appeals Process does not limit the rights of students to take action under Australia's consumer protection laws.

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Student Complaints and Appeals Form NSWv2.0R.doc Last updated: 05/03/2014

Form received on:_____ Received by: _____

Name: _____ Student ID: S400_____

Signature of Student:_____

Submitted at ❑ Kent St ❑ Clarence St ❑ Manly ❑ York St ❑ Bondi Junction
Course: ❑ English ❑ Vocational ❑ Other

Name of Receiving Officer:_____ Date Received: _____

Signature of Receiving Officer:_____

Your complaint/grievance/appeal is being processed

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Complaints and Appeals (Grievances) Report

Student Complaints and Appeals Form NSWv2.0R.doc Last updated: 05/03/2014

Student Number: _____ Signed: _____
Student Name: _____ Staff Member: _____
Other interested parties: _____ Position: _____
Date received: _____ Date: _____

DETAILS

Grievance: _____

Investigation: _____

Resolution: _____

Follow up Action: _____