



COMPLAINTS AND APPEALS FORM (GRIEVANCE FORM)

Student name: _____

Course: English Vocational Other: _____

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

GRIEVANCE DETAILS

Student 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 32 20. 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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Form received on: _____ Received by: _____

Name: _____ Student ID: S400 _____

Signature of Student: _____

Submitted at: Kent St Clarence St York St Pitt St Manly Bondi Junction

Course: English Vocational Other

Name of Receiving Officer: _____ Date Received: _____

Signature of Receiving Officer: _____

Complaints and Appeals (Grievances) Report

Student Number: _____ Signed: _____

Student Name: _____ Staff Member: _____

Other interested parties: _____ Position: _____

Date received: _____ Date: _____

Details

Grievance: _____

Investigation: _____

Resolution: _____

Follow up Action: _____

