

Complaints and Appeals Form

A. Personal Details of Complainant or Appellant (If you are a Student, Please go to Section B of this form)	
Full Name:	
Position:	
Contact Number:	Email:
Address:	

B. Personal Details of Student	
Student Name:	Student ID:
Course Code and Title:	

C. Please indicate whether you are lodging a complaint or appeal by ticking the relevant box	
<input type="checkbox"/> Complaint	<input type="checkbox"/> Appeal
<p align="center">Complaint Details</p> <p>Date the cause of complaint occurred:</p> <p>Reason for the Complaint (Please tick the relevant)</p> <p><input type="checkbox"/> General Operations</p> <p><input type="checkbox"/> Assessment</p> <p><input type="checkbox"/> About Staff</p> <p><input type="checkbox"/> Other (Please specify below)</p> <p>Have you complained about the issue before?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>If Yes, please give the details:</p>	<p align="center">Appeal Details</p> <p>Date to which this appeal refers to:</p> <p>Reason for the Appeal (Please tick the relevant)</p> <p><input type="checkbox"/> Outcome of any application</p> <p><input type="checkbox"/> Assessment Outcome</p> <p><input type="checkbox"/> Any disciplinary action taken against you</p> <p><input type="checkbox"/> Other (Please specify below)</p>
Complaint/Appeal Summary (Please provide the detailed explanation and attach any supporting documents)	

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Declaration (Please tick before you sign)

- ☐ All the information and documents provided are true and accurate
- ☐ I am happy to attend any meeting with the relevant parties/persons in order to resolve the issue

Signature:..... **Date:**.....

For Office Use Only	
VTI Staff receiving Complaint/Appeal	Name:
	Position:
	Signature:
	Date on which Complaint/Appeal Received:
Method of Lodgement	<input type="checkbox"/> Email <input type="checkbox"/> Mail <input type="checkbox"/> In Person
Members involved in Resolving the Issue	1.

	2.
	3.
	4.
Actions Proposed to Resolve the Issue	
Outcome of Complaint/Appeal	<input type="checkbox"/> Successful <input type="checkbox"/> Unsuccessful
Method to communicate the outcome with the complainant/appellant and date	<ul style="list-style-type: none"> • If Appeal was successful - then 'Appeal Successful' email is sent. • If Appeal was unsuccessful - then 'Appeal Unsuccessful' email is sent • Appeal entry recorded on Complaints and Appeals Register Staff: _____ Date: _____
	<input type="checkbox"/> Agrees and accepts the decision (The student signs the acceptance and the record is placed in student's admin file) <input type="checkbox"/> Disagrees with the decision (Student Support Officer will contact student to help student to access services of Overseas Student Ombudsman)
<p align="center">Declaration by Complainant/Appellant (Please tick before you sign)</p> <p><input type="checkbox"/> I acknowledge that I have been communicated the outcome of the complaint/appeal lodged by me.</p> <p><input type="checkbox"/> I agrees to the decision made and happy to accept it.</p> <p><input type="checkbox"/> I disagree to the decision made and would like to escalate it to external body and I have been advised with all the required information in this regard.</p> <p>Signature:..... Date:.....</p> <p>VTI Staff Signature:..... Date:</p> <p>Print Name:</p>	