

Complaint & Appeals Form

1. General Information

Please use this form if you would like to lodge a **complaint** or you would like to make an **appeal** about a decision Stanley College has made, including but not limited to:

- Assessment outcomes
- Disciplinary actions i.e. misbehaviour
- Attendance records
- Course fees
- Notifications of intention to report you to DIAC/DEEWR, and
- Other decisions directly or indirectly affecting you.

All **complaint/appeal** will be discussed with the Student Support Officer, the CEO and any other relevant persons such as your trainer may be invited to the meeting. The Student Support Officer may invite you to a hearing or for further information. Meetings will be confidential and no data will be released to any third party, except where requested by an Australian Government authority. You will be contacted within 14 days of the date your **complaint/appeal** is lodged.

Details of your **complaint/appeal** is recorded and stored in your student file and Stanley College's student database. These records will be retained for five years during which you can request access to these records.

Your enrolment will be maintained throughout the *complaint/appeal* process and you are encouraged to continue to attend your classes.

Throughout the **complaint/appeal** process you will be able to:

- Involve the Overseas Students Ombudsman at:
Email: overseas.students@ombudsman.gov.au
Call: 1300 362 072* within Australia. Outside Australia call +61 2 6276 0111.
Enquiries 9am to 5pm Monday to Friday (AEDT)
Fax: 02 6276 0123 within Australia. Outside Australia +61 2 6276 0123.
Postal: GPO Box 442 Canberra ACT 2601
- Bring a friend or family member to all meetings
- Ask for a translator

Once a decision has been reached, you will be informed about the outcome of your **complaint/appeal**. If you are still not satisfied with the advice and outcome then you have the right to lodge a complaint/appeal to the Overseas Students Ombudsman.

For the information relating to the Overseas Students Ombudsman services, please visit www.oso.gov.au or phone **1300 362 072**. You can access Overseas Students Ombudsman services **FREE of cost**.

For more information, please refer to **International Student Handbook**.

Please complete and sign the attached *Complaint & Appeal Form* and submit it to Stanley College via mail or in person or by email to studentservices@stanleycollege.edu.au to commence the process.

If you have any further questions relating to the **complaint & appeal process** meet our Student Support Officer.

Note: If the internal or any external complaint handling or appeal process results in a decision that supports the student, Stanley College must immediately implement any decision and/or corrective and preventative action require and advise the students of the outcome.

2. Personal details				
Title:	<input type="checkbox"/> Mr	<input type="checkbox"/> Mrs	<input type="checkbox"/> Ms	Other
Last name:				
First name:				
Student ID:				
Course:				
Mobile:		Email Address:		
3. Contact details				
What is your current residential address?				Postcode:
What is your mailing address (if different)?				Postcode:
Preferred contact method	<input type="checkbox"/> Telephone	<input type="checkbox"/> Letter	<input type="checkbox"/> Email	<input type="checkbox"/> Unknown
4. Appeal/Complaint details				
Reason for this appeal (Please tick) <input type="checkbox"/> Assessment outcome, unit..... <input type="checkbox"/> Disciplinary action taken against you <input type="checkbox"/> Attendance records <input type="checkbox"/> Course fees <input type="checkbox"/> Notification of Intention to Report you to DIAC/DEEWR <input type="checkbox"/> Other (please specify).....		Reason for this complaint (Please tick) <input type="checkbox"/> Staff member (please provide name)..... <input type="checkbox"/> Services (please specify)..... <input type="checkbox"/> Other (please specify)..... Have you complained about this issue before? <input type="checkbox"/> Yes, date..... <input type="checkbox"/> No		
5. Appeal/complaint summary				
Please outline the reasons for your <i>appeal/complaint</i> and attach any evidence to support your complaint/appeal.				
6. Acknowledgement				
All of the information provided is true and correct to the best of my knowledge.				
Name:	Signature:		Date	/ /
I am willing to attend a hearing with the Student Support Officer and the CEO of Stanley College if required.			<input type="checkbox"/> Yes	<input type="checkbox"/> No

7. Privacy notice

The information provided on this form will be used exclusively to resolve your appeal/complaint. None of the information you provide on this form will be disclosed to anyone outside of this business without your permission, unless we are required to do so by law.

8. OFFICE USE ONLY

Receiving Staff Member:		Date	/ /
Complaint/appeal lodged:	<input type="checkbox"/> Via mail	<input type="checkbox"/> by email	<input type="checkbox"/> in person
Appeal/complaint discussed with:			
Proposed actions identified in panel meeting:			
Proposed actions communicated to student:	<input type="checkbox"/> Via mail <input type="checkbox"/> In person <input type="checkbox"/> Other_____	Date	/ /
Student's response to proposed actions & outcome:	<input type="checkbox"/> Copy attached		
	<input type="checkbox"/> accepts and agrees	File copy in Student's personal file	
	<input type="checkbox"/> disagrees, student remains unhappy	Student Support Officer will contact student within 14 days to help student to access services of Overseas Student Ombudsman.	
Implementation of proposed actions by:		Other (please list action/s taken, and who responsible)	
<input type="checkbox"/> F13 CIR <input type="checkbox"/> F74 Counselling Record Form <input type="checkbox"/> Creation of a payment plan <input type="checkbox"/> Referral to <input type="checkbox"/> F144 Student Course Variation Form <input type="checkbox"/> Change of trainer to..... <input type="checkbox"/> Creation of agreement that the student has to adhere to			
I confirm all required action/s are completed: <input type="checkbox"/> YES <input type="checkbox"/> NO			
Name:	Signature:	Completion Date:	/ /