

## Student Complaints and Appeals Form

This form can be used to make a formal complaint about:

- A Schrole DEVELOP course/program
- The conduct of another student(s), staff member(s) or person(s) external to Schrole DEVELOP with whom students interact in their involvement with Schrole DEVELOP
- A Schrole DEVELOP policy, procedure, or administrative process, including an unresolved appeal against an assessment judgement.
- A health and safety issue
- Or appeal a formal complaint outcome

**Personal Details of Appellant/Complainant:**

<b>Appellant/Complainant wishes to be anonymous</b>	✓
<b>Name</b>	
<b>Address</b>	
<b>Email Address</b>	
<b>Mobile Number</b>	
<b>Alternate Phone Number</b>	
<b>Course/program enrolled in:</b>	
<b>Complaint submission date:</b>	

**Formal Complaint Details**

**What is your complaint? Please include any background information including specific dates, names and other details that will help our investigation.**

(attach a separate sheet of paper if required)

**Do you have any evidence to support your complaint? Please list any witnesses who can support your statement and attached copies of relevant documents.**

See attached email ( letter, statement, etc) <span style="float: right;">✓</span>
<b>Have you tried to resolve the matter informally? If so, what did you do and what was the result?</b>
<b>What outcome would you like?</b>

<b>Version</b>	2	<b>Status</b>	Approved	<b>Next Revision Date</b>	31/08/2021	<b>Date Amended</b>	31/08/2020	<b>Page 2 of 4</b>
<b>Title</b>	DEV-COMP-021 – Complaint and Appeals Form			<b>Document Controller</b>	RTO Manager			

Please lodge this form and supporting documents to Schrole DEVELOP Administration staff at ground floor, 142 Hasler Road, Osborne Park, or email to Jane Lawson, RTO Manager at Schrole DEVELOP, [jane.lawson@schrole.edu.au](mailto:jane.lawson@schrole.edu.au)

For further information please refer to the student complaint and appeals policy located on our website.

Office use only			
Action	✓	Date	By Who
Appeals/Complaints Register updated			
Notice of acknowledgement sent <small>(Within 10 working days of date received)</small>			

**Initial Contact Information:**

Type	✓	From	✓	Date Received	Time Received
Appeal		Trainee			
Complaint		Staff Member			

How appeal/complaint was received	Name of staff member receiving
Appellant/Complainant completed form	
Telephone	<b>Instructions:</b> When an appeal/complaint is received by telephone, email or in person the staff member receiving it is to complete an Appeals/Complaints Form 1.
Email (Letter, Statement, etc.,)	
In Person	

**Allocation of Appeal/Complaint:**

Person Responsible	Area of Responsibility	Name / Position
CEO	All other matters	N/A
Person designated by the CEO	All other matters	
Independent arbiter	As required	

**Actions taken by Person Responsible:**

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(Attach a separate sheet if additional space required)

**Appeal/Complaint Outcome:**

Outcome	✓
Appeal/Complaint <b>resolved</b> to the satisfaction of the Appellant/Complainant	
Appeal/Complaint <b>not resolved</b> to the satisfaction of the Appellant/Complainant	
Appellant/Complainant will be seeking further action from external sources	

**Finalisation Actions**

Action	Yes	No	N/A	Date	By Who
Appeals/Complaints Register updated					
Notice of outcome sent <small>(Within 10 working days of outcome date)</small>					
Continuous Improvement Register updated					
Corrective Actions Register updated					
Vettrak records updated					
Whole Appeal/Complaint file scanned to file					

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