

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:

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

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)

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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) ✓

Have you tried to resolve the matter informally? If so, what did you do and what was the result?

What outcome would you like?

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Please lodge this form and supporting documents to Schrole DEVELOP administration staff at ground floor, 142 Hasler Road, Osborne Park, or email Jane Lawson, RTO Manager at Schrole DEVELOP, 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>			

Allocation of Appeal/Complaint:

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

Actions taken by Person Responsible:

(Attach a separate sheet if additional space required)

Appeal/Complaint Outcome:

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

Finalisation Actions

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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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