



SHAFSTON
www.shafston.edu



Student Complaint and Appeal Form

1. Details of accredited institution

I would like to make an appeal or complaint about
..... or
(name of the accredited provider) (name of the person/s)

My student number is and I am enrolled in the following courses:

2. Complaint/ Appeal

Type of appeal/ complaint

please tick the main type(s) or issue(s) your appeal/ complaint relates to:

- Course information
- Cost information or procedures relating to financial matters
- Program content or structure
- Equipment or teaching resources
- Staff qualifications or skills
- Enrolment procedures
- Student support and guidance
- Release request denied
- Refund request denied
- Other (please list below) nb: for Academic related appeals/complaints please complete the Student Complaints and Appeals for Academic Decisions Form.

3. Complaint/ Appeal details

Please provide specific details of what your complaint/appeal is about and when the matter involved occurred. Providing as much detail as possible will assist us in investigating your complaint. If necessary you may attach an extra page to this form.



4. What is your desired outcome from your complaint/appeal?

5. Authorisation

I hereby authorise Shafston House College Ltd to proceed with the investigation of my appeal/complaint.

Signature: _____ **Date:** _____

6. Complaint/ Appeal Action:

Office use only:

Complaint/ Appeal received by:	
Date:	
Complaint/ Appeal Addressed by:	
Meeting Date and Attendees (if applicable):	
Outcome of meeting of complaint/ appeal	<input type="checkbox"/> Successful <input type="checkbox"/> Unsuccessful
Date that the letter detailing appeal/ complaint outcome was sent	
If complaint/appeal is successful, action has been taken to rectify and by whom:	
If complaint/appeal is unsuccessful was student notified in letter of their right to a further appeal and/or an external appeal:	
Officer who sent letter detailing outcome:	



Comments:

6. Complaint/ Appeal Outcome

a) Details of the outcome of the appeal/ complaint

b) Reasoning to the decisions towards the outcomes of the appeal/complaint

c) Does the student wish to appeal the outcome of the appeal/complaint?

(If the student wishes to appeal the outcome of an appeal they will need to provide further information or evidence to submit a further appeal. Students may wish to lodge an external appeal if no further evidence can be provided.)

d) Additional notes:



8. Authorisation:

- This complaint/appeal process has been completed and all parties involved have been informed of any changes in practice or operations where/when necessary
- This matter is still yet to be resolved
- The student wishes to lodge an External Appeal

Comment:

General manager signature:

Date: