



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: