



OFFICE USE ONLY			
Admin Process			
Received by (Admin Staff):		Date:	
Supporting evidence received:	<input type="checkbox"/> Yes, attached to the application	Type:	<input type="checkbox"/> Printed copies
	<input type="checkbox"/> No, student refused to provide		<input type="checkbox"/> Electronic
Referred to (Responsible staff):		Position:	
Meeting Scheduled:	<input type="checkbox"/> Yes <input type="checkbox"/> No	Date:	
Student notified via email:	<input type="checkbox"/> Yes <input type="checkbox"/> No	Time:	

Appeal/ Complaint Outcome			
Student attended meeting:	<input type="checkbox"/> Yes <input type="checkbox"/> No	Date:	
Deadline given for further action:	<input type="checkbox"/> Yes <input type="checkbox"/> No	Deadline:	
<i>Further action required:</i>			
Decision:	<input type="checkbox"/> Successful <input type="checkbox"/> Unsuccessful	Date:	
<i>Reason for Appeal/ Complaint decision:</i>			
Responsible staff:		Signature:	
Operations Director/PEO:		Signature:	

Admin Process			
Received by (Admin Staff):		Date:	
Student notified via email:	<input type="checkbox"/> Yes	Date:	
Student agreed with outcome:	<input type="checkbox"/> Yes <input type="checkbox"/> No	Responded:	<input type="checkbox"/> via email <input type="checkbox"/> in person
Student advised external appeal:	<input type="checkbox"/> Yes <input type="checkbox"/> No	Advised:	<input type="checkbox"/> via email <input type="checkbox"/> in person
Tracking Sheet Updated:	<input type="checkbox"/> Yes		
Application filed electronically:	<input type="checkbox"/> Yes		
Application filed in hard copy:	<input type="checkbox"/> Yes	Date:	

Type	Forms	Next Revision Date	30.10.2024	Document Owner	Admissions Manager
Version	1.2	Date Amended	30.10.2022	Original Issue Date	01.07.2018
Title	Student Complaint and Appeal Form	RTO: 40732	CRICOS: 03376K		
Printed copy is UNCONTROLLED COPY. Please check with the Compliance Manager for the latest version of this document.					Page 2 of 2