



# APPEALS AND/OR COMPLAINTS FORM

Your enrolment will be maintained throughout the appeals process.

**A typed and signed letter addressed to the Compliance/Academic Manager must be attached along with this form.**

**Please provide full details of the reasons for poor attendance, course progress, any other issues and how you propose to remedy the matter if provided an opportunity. (Attach your letter of appeal and all documentation relevant to your appeal/complaint e.g., medical certificates, and any other evidence.)**

This procedure describes the processes whereby Illoura College confidentially and effectively controls and manages all complaints, grievances and appeals relating to its delivery of training and assessment services.

## Definitions

A grievance, complaint or appeal is deemed to be dissatisfaction with the procedures, outcomes or the quality of service provided by employees of the RTO in relation to the following processes:

- Enrolment process
- Quality of training delivery
- Competency assessment, including recognition of prior learning
- Issuing of results, certificates and/or statements of attainment
- Any other activities associated with the delivery of training and assessment services
- Other issues such as discrimination, sexual harassment, student amenities, and any other issues.

## Procedure

Complaints, grievances, and appeals are treated seriously, investigated thoroughly, and dealt with confidentially and effectively.

The principles of this policy are:

- The complaints and appeals process will be fair, accessible, visible, comprehensive, responsive, accountable, and constructive.
- The complaints process is free of charge.
- Privacy and confidentiality will be maintained throughout the process.
- The resolution of a complaint/appeal is the responsibility of all parties concerned.

By following the steps listed Illoura College will ensure that the complaint, grievance or appeal shall be handled in a professional, timely and confidential manner:

1. The complaint, grievance or appeal is made in writing and forwarded to Illoura College Student Support Officer for registration in the Complaints, Grievances and Appeals Register.
2. Within five working days, the Compliance & Academic Manager who will discuss the issue and attempt to resolve will contact the student.
3. If no resolution is agreed to then the issue will be passed to a panel of three people comprising of Compliance & Academic Manager, staff member, student representative, and any agreed external party. The appellant needs to agree with this membership.
4. If still no resolution, the student is advised to  
contact: Overseas Students Ombudsman  
**Call:** 1300 362 072

*The student will be advised in writing the result or progress of the complaint, grievance, or appeal at each step. Illoura College ensures that people who make complaints or act as witnesses are not victimized in any way.*



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Personal Details					
Title:	Mr <input type="checkbox"/>	Mrs <input type="checkbox"/>	Ms <input type="checkbox"/>	Other <input type="checkbox"/>	Date: / /
Student ID:			Group No		Trainer
Last Name:					
Email Address:					
Mobile:					
Home Phone:					
Preferred Contact Method:	Phone <input type="checkbox"/>	Email <input type="checkbox"/>	Letter <input type="checkbox"/>		
Mailing Address					
What is your current residential address?					Postcode:
What is your postal address? If different?					Postcode:
Appeal Details					
What is the nature of your appeals/complaint?	Attendance <input type="checkbox"/>	First Warning Letter <input type="checkbox"/>			
	Course Progress <input type="checkbox"/>	Second Warning Letter <input type="checkbox"/>			
		Notification of Intention to Cancel <input type="checkbox"/>			
		Termination Letter <input type="checkbox"/>			
	Iloura College Staff Member <input type="checkbox"/>	Iloura College Student <input type="checkbox"/>	Other <input type="checkbox"/>		
BRIEF OVERVIEW –					
NOTE - APPEALS REQUIRE A DETAILED LETTER AND SUPPORTING EVIDENCE ATTACHED					



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<b>What actions will/should be taken to prevent this in the future?</b>		
<b>Declaration</b>		
I certify that all the information provided by me on this form and all accompanying documents is true and correct to the best of my knowledge.		
<b>Student Signature:</b>	<b>Date Submitted:</b> / /	
I am willing to attend a meeting with a Iloura College representative if the need arises.	Yes	No

