

## COMPLAINTS AND APPEALS FORM

### Student Information

First Name	Middle Name	
Last Name	Date of Birth	
Email	Mobile Phone	Home Phone
Address		
Suburb, Locality or Town	State/Territory	Postcode

### I am...

<input type="checkbox"/> A current student	<input type="checkbox"/> An industry representative	<input type="checkbox"/> A client / customer
<input type="checkbox"/> A parent of a student	<input type="checkbox"/> A former student	<input type="checkbox"/> Other
<input type="checkbox"/> A current staff member	<input type="checkbox"/> A representative of a student	

### Please fill with course information

Course Code	Course Name
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### Stage one - Informal grievance

**The steps I have/the student has already taken** (tick any that apply).

<input type="checkbox"/> Spoken to the trainer or other GBC staff as an informal grievance	<input type="checkbox"/> Not contacted the college about the complaint yet
<input type="checkbox"/> Others	

### What happened when the informal grievance was made?

State what the College has done in response to your prior complaining

**Expected outcome**

As a result of this complaint / appeal I want / the student wants the College to...

## Support Documentation

**I have / the student has supporting documentation or other evidence to supply with this complaint.**

(For example letters or emails between you and the college, student handbooks, records of meetings, marketing materials, training plans).

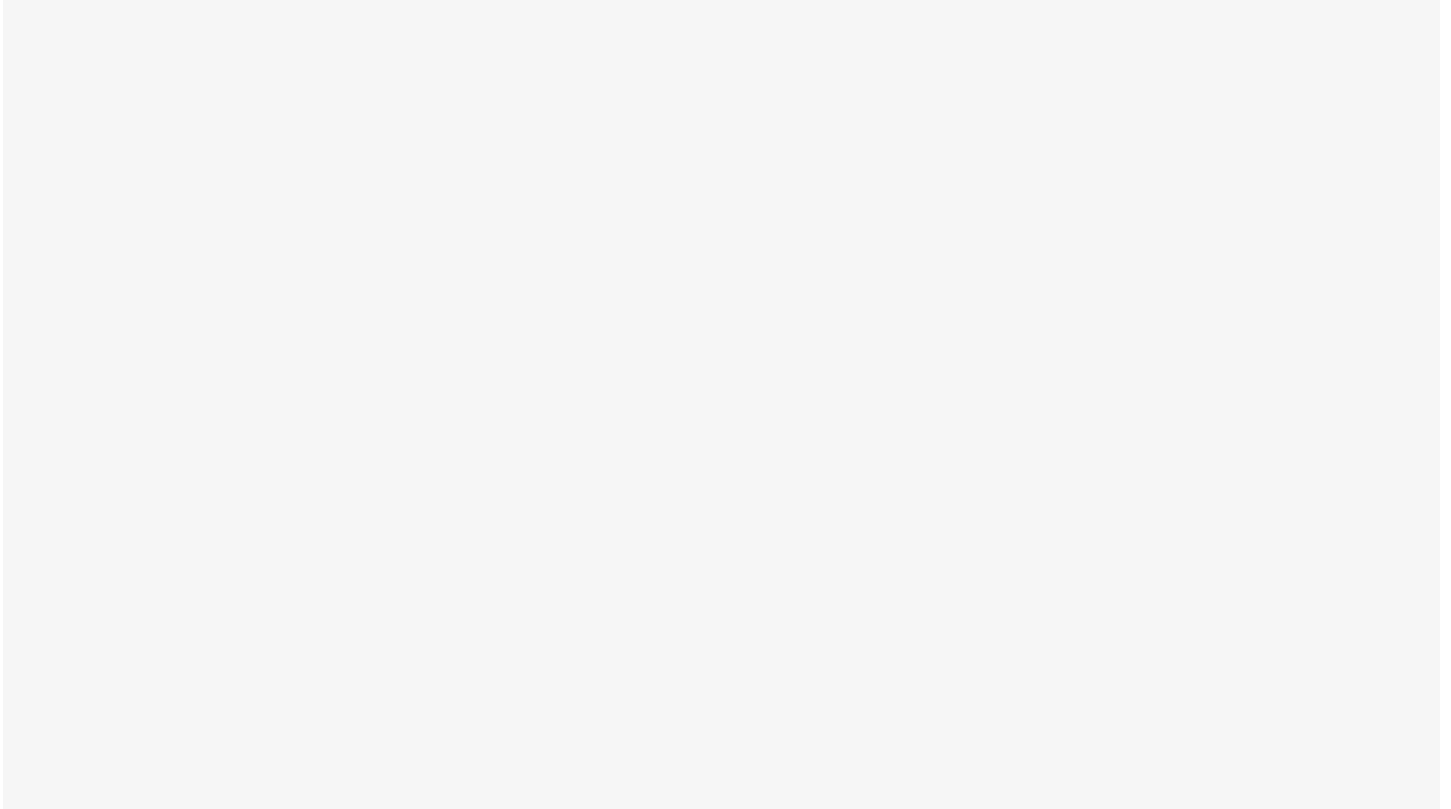
**No supporting documentation.**

## Stage two - Formal grievance

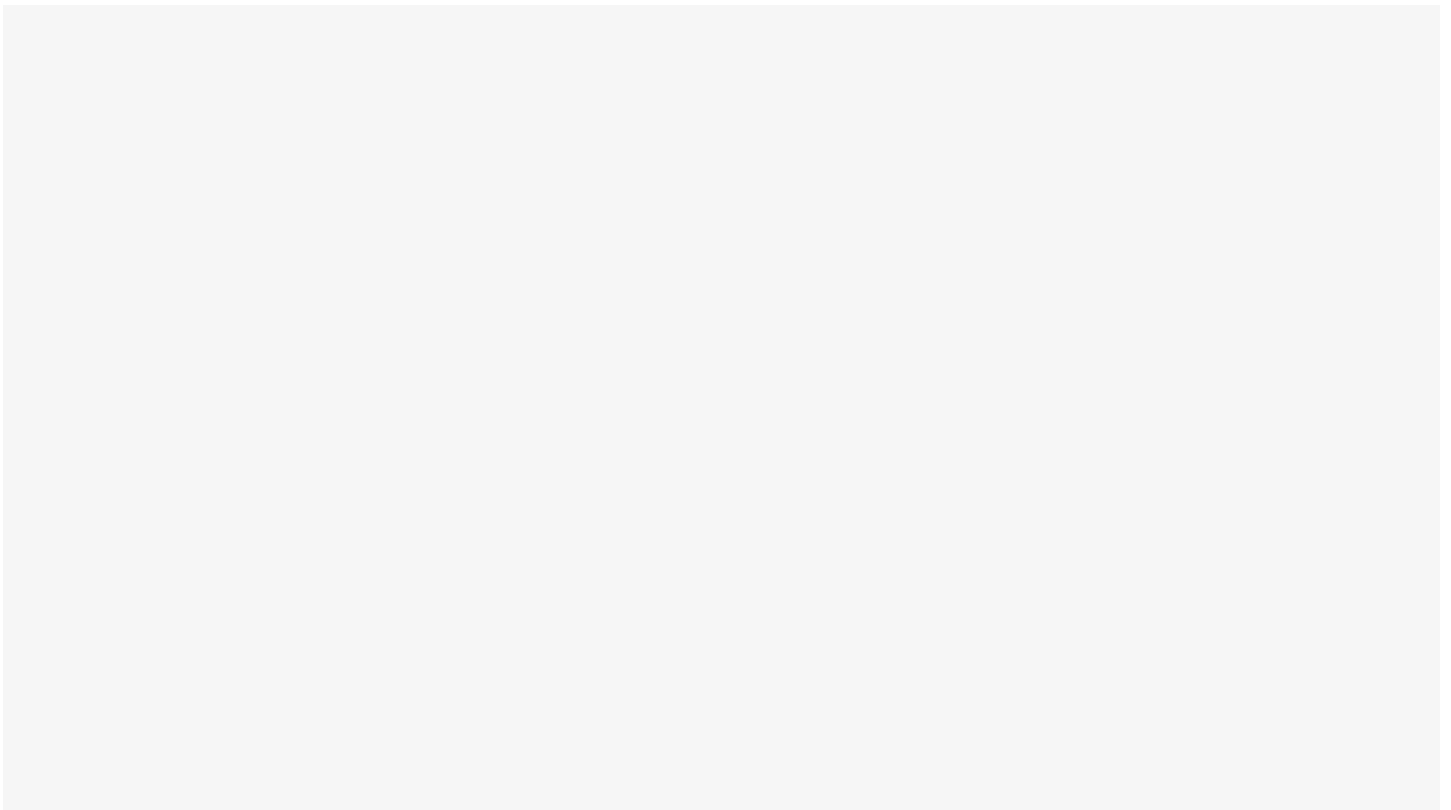
**The complaint is about**

The quality of education of training	The facilities or resources of the College
The qualification of a teacher or trainer	The conduct of a teacher, trainer or staff
Assessment and/or Assessment Results including Recognition of prior learning (RPL)	The college not giving me / the student a certificate of results
Fees, charges and refunds	Fees, charges and refunds
The recording of attendance / course progress	The college is not letting me / the student transfer to another provider
The college complaints and appeals process	Errors on my / the Student Certificate, Statement of Attainment or Statement of Attendance
Bullying or harassment at the college	Workplace health and safety
Other (please specify)	

**More details of the complaint**



**This issue has affected me / the student because...**



## Internal Appeal Details

**The appeal is about** (tick any that apply).

Outcome of the formal grievance made (please attach the previous formal complaint and appeal form lodged)

Intention to report to DIBP

Other

### **Details of the decision being appealed**

(attach additional pages if needed)

## Support Documentation

**I have / the student has supporting documentation or other evidence to supply with this complaint.**

(For example letters or emails between you and the college, student handbooks, records of meetings, marketing materials, training plans).

**No supporting documentation.**

## Applicant Declaration

**I have read the Complaints and Appeals Policy and Procedure and agree to follow the process required.**

Applicant Signature

Date

Please mail this form along with any additional relevant documents:  
George Brown College, Level 4, 56-58, York Street Sydney NSW 2000  
Or submit in person to GBC reception at the same address above  
Or email to: gm@georgebrown.nsw.edu.au

**OFFICE USE ONLY**

**COMPLAINT / APPEAL REVIEW**

Are there legitimate grounds for the complaint/appeal?      Yes      No

**DOCUMENTATION REVIEW**

Documentation supporting a procedure failing?	Yes	No	Document type:	Verified
Documentation supporting compelling and compassionate circumstances provided?	Yes	No	Medical certificate (original document)	Verified
			Doctor's letter (original document)	
			Copy of the Death Certificate (original document)	
			Copy of a Police Report (original document)	
			Copy of a Psychologist Letter / Report (original document)	
			Letter from Sponsor/Workplace/Legal Guardian approving application	

**OUTCOME OF COMPLAINT / APPEAL**

**Successful**

**Not Successful**

**Comments / Reasons**

**Action if Complaint / Appeal is successful**

By who?

By date:

Applicant notified of outcome

Yes      Date:

Via

Email

Letter

Authorised person

Sign off signature

Date: