

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).

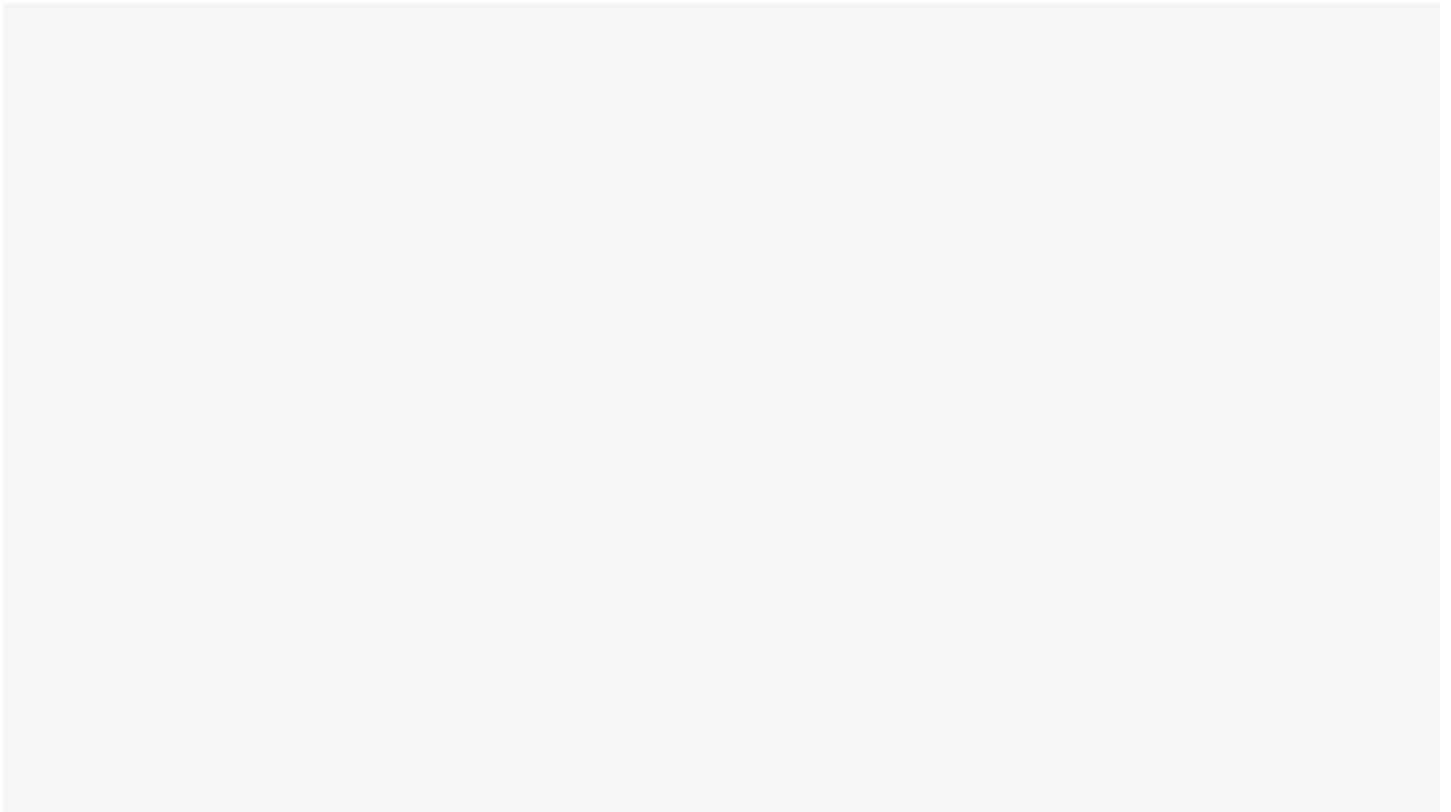
No supporting documentation.

Stage two - Formal grievance

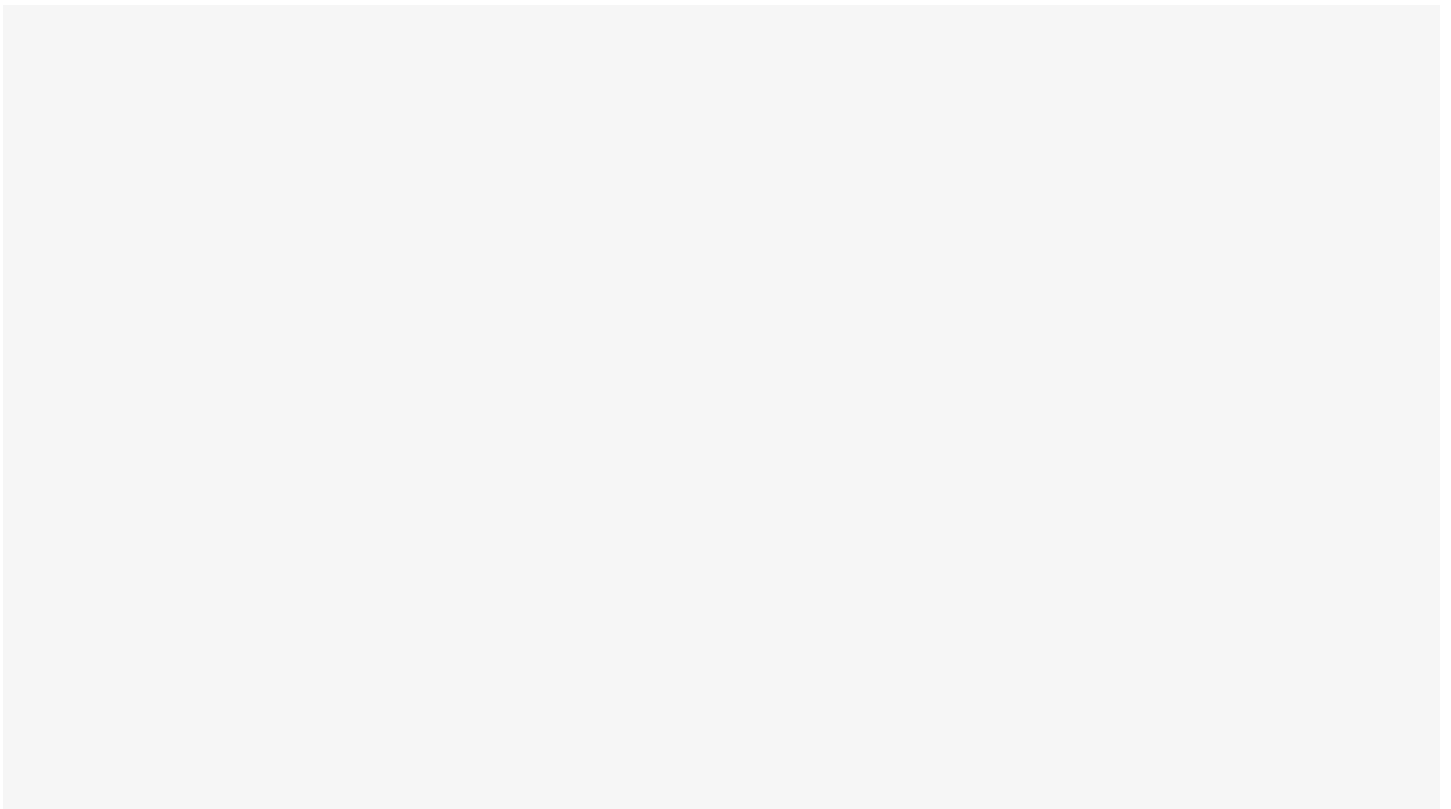
The complaint is about

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).

<input type="checkbox"/>	Outcome of the formal grievance made (please attach the previous formal complaint and appeal form lodged)
<input type="checkbox"/>	Intention to report to DHA
<input type="checkbox"/>	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: