# 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...

- [ ] A current Under 18 student
- [ ] A parent or legal guardian of a Under 18 student

## Please fill with course information

Course Code | Course Name

## Stage one - Informal complaint

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

- [ ] Spoken to the trainer or other GBC staff as an informal complaint.
- [ ] Not contacted the college about the complaint yet
- [ ] Others

***What happened when the informal complaint was made?***
State what the College has done in response to your prior complaint



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***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 complaint

***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 of staff |
| ☐ Assessment and/or Assessment Results including Recognition of prior learning (RPL) | ☐ The college not giving me / the student a certiticate 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) | |



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***More details of the complaint***

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



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## Internal Appeal Details

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

- ☐ Outcome of the formal complaint made (please attach the previous formal complaint and appeal form lodged)
- ☐ Intention to report to DHA
- ☐ 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 _____

## Parent's or Legal Guardian's Declaration

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

Guardian's Signature _____ Date _____



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*RTO No: 91707 CRICOS: 03208D ABN 94 134 836 454*

Please postal mail this form along with any additional relevant documents to: George Brown College, Level 4, 56-58, York Street Sydney NSW 2000

Or

Submit in person to GBC Reception Desk 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 Phychologist 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: _____



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