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 student
- ☐ A parent of a student
- ☐ A current staff member
- ☐ An industry representative
- ☐ A former student
- ☐ A representative of a student
- ☐ A client / customer
- ☐ Other

Please fill with course information

Course Code | Course Name

Stage one - Informal Complaint/ Appeal

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

- ☐ Spoken to the trainer or other GBC staff as an informal grievance
- ☐ Not contacted the college about the complaint yet
- ☐ Others

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

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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/ Appeal

The complaint/ appeal 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 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)	

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More details of the complaint/appeal

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

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Internal Complaint/ Appeal Details

The complaint/ appeal is about (tick any that apply).

- ☐ Outcome of the formal Complaint/ Appeal made (please attach the previous formal complaint and appeal form lodged)
- ☐ Intention to report to Department of Home Affairs (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/appeal.***
(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 _____

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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

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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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