



FEEDBACK, COMPLAINTS AND APPEALS FORM

Personal Details:			
Full Name:			
Position of Complainant/Appellant:			
USI no:		Phone No:	
Email:			
Address:			
If the complainant is a student, please provide the following details:			
Student ID:			
Course Name:			
Date:			
Type of Submission Please indicate the type of submission: ☐ Feedback ☐ Complaint ☐ Appeal			
Feedback/Complaint/Appeal details			
Feedback / Complaint Details Date the issue occurred: Reason for submission (tick all applicable): ☐ General Operations ☐ Assessment ☐ ESOS related complaint ☐ Discipline/misconduct ☐ Outcome of application/request ☐ Other, please specify Have you complained about the issue before? ☐ Yes ☐ No If yes, please give the date, the complaint was lodged: 		Appeals Details Date to which this appeal refers to: Reason for the appeal: ☐ Assessment outcome ☐ Discipline/misconduct ☐ Any outcome of any application for request ☐ Any disciplinary action taken against you ☐ Other, please specify below	

**Summary of Feedback / Complaint / Appeal**

(Please give detailed explanation and attach any supporting evidence)

(Provide an explanation on how you believe this complaint can be resolved)

Declaration

- ☐ I declare that all the information provided in this form is correct and accurate to the best of my knowledge.
- ☐ I am happy to attend any meeting with relevant people required to resolve the issue.
- ☐ I understand that if I am dissatisfied with the decision after the internal appeal outcome, I can seek assistance through external appeal i.e. Commonwealth Ombudsman <http://www.ombudsman.gov.au/> which is free of cost.

Signature: _____

Date: _____

***Office use: (*marked items to be filled up by staff or complaint handling party)**

*Receiving Staff Member:	
*Date Received:	
*Method of Lodgment:	☐ Email ☐ Mail ☐ In-person
*Name(s) of the panelled members to resolve the issue	
*Actions proposed by the panel/determined resolution:	
*Implementation of proposed action by:	☐ Continuous Improvement Request ☐ Counselling by the relevant persons ☐ Change of any service or member ☐ External Counselling agency ☐ Referred to: ☐ Other (Please specify)



*Date of Resolution:	/ /
*Outcome:	☐ Successful ☐ Unsuccessful
*Method to communicate the outcome with the complainant/appellant:	☐ Email ☐ Mail
*Response of complainant/appellant:	☐ Agrees and accepts the decision made by the panel (The student signs the acceptance, and the record is placed in student's admin file) ☐ Disagrees and unhappy (Student has been advised of the right accessing external complaints handling body- Commonwealth Ombudsman along with contact details of the same)
Declaration by complainant/appellant (Please read and tick before signing it): ☐ I acknowledge that the outcome of the feedback/complaint/appeal lodged by me have been informed to me. ☐ I agree with the decision made by the panel, and I am happy to accept it. OR ☐ I disagree with the decision made by the panel and would like to escalate it to an external complaint handling body, and I have been advised of all the required information in this regard. Signature: _____ Date: _____ Australian School of Commerce representative: Name: _____ Signature: _____ Date: _____	