

Complaint and Appeals Form



By completing this form, you will be lodging a formal complaint and/or appeal. We thank you for taking the time to notify us of your concern. We value your feedback and any concerns you may have; we hope to be able to resolve your issue(s) as soon as possible.

Personal Details

Title: Mr Mrs Ms Miss Other: _____

Given Name: _____ Preferred Name: _____

Surname: _____ Date of Birth: _____

Email: _____ Contact Number _____

Address: _____ Student ID Number _____

Course Details

Course Code: _____ Course Name: _____

Start Date of Course: _____ Class (optional): _____

Reason for application of this form (please tick one of the most relevant area below)

- | | |
|--|--|
| <input type="checkbox"/> Complaint of Trainer | <input type="checkbox"/> Appeal against assessment results |
| <input type="checkbox"/> Complaint of Course Timetable | <input type="checkbox"/> Appeal against fees charged |
| <input type="checkbox"/> Complaint of Course content delivery | <input type="checkbox"/> Appeal against course progress report |
| <input type="checkbox"/> Complaint of a Course progress report | <input type="checkbox"/> Appeal against attendance report |
| <input type="checkbox"/> other | |

Please describe the nature of your complaint/ appeal and the reason for your submission:

What outcomes are you seeking?

What would be your recommendations, so we can improve our systems to avoid these situations in the future?

Student Declaration

By completing Complaint/ Appeals Form and/ or any of your supporting documents (if applicable) are to be submitted into I.G Institute Student Services and/ or by emailing admin@intausgroup.com.au

I acknowledge that:

- all the information provided within this "Complaints/ Appeals Form" is correct and that I have read and understand and agree to be bound by the I.G Institute my Right and Responsibilities.
- all the evidence provided to support my application is ethical
- A complaint and/ or appeals process will take within 3 weeks (21 working days) only after I have supplied all relevant documentation (if applicable)
- this Complain and/ or appeal will be assessed in accordance with I.G Institute Student Right and Responsibilities and the Complaints/ appeals Policy and procedure provided at enrolment within the written agreement, which I have read, agreed and signed at the time of my enrolment.

Signature: _____

Date _____

OFFICE USE ONLY

Details Action Taken:

-
-
-
-
-
-
-

Student Contacted for a Meeting: Yes No

Student appeared for consoling Yes No

Student Approved with actions take for improvement

Yes No

Improvement Request Raised Yes No

Improvement Request Raised By: _____

Date of IR Raised: _____

Signature: _____

Entered in Continuous Imp Register Date: _____

Final Approval Person: _____

Signature: _____

Date: _____

Final Checklist

- All parties signed document
- Student happy with outcome presented
- Followed up with issues
- Copy placed in Student Management System

I N S T I T U T E