



Process Application

Stage I (Informal Resolution)

(Students who wish to lodge complaint/appeal are to fill in this form and meet the Student Services Officer/Student Welfare Officer)

<p>Important Information</p> <ul style="list-style-type: none"> You should read the policy and procedures carefully to establish your eligibility for complaints and appeals Any request for lodging any formal complaints and appeals must be made in writing, using this form Before your form for complaints and an Appeals will be considered, you must complete all the sections below and attach documents relevant to your application <p><u>Informal Complaint Process</u></p> <ul style="list-style-type: none"> Any student with a complaint may raise the matter with trainers and coordinators of ALATA and attempt an informal resolution. Students who are not satisfied with the outcome of the complaint are encouraged to register a formal complaint. 	<p><u>Formal Complaint Process</u></p> <p>Should the complaint remain unresolved after informal resolution is attempted then the student should complete a Formal Complaint and Appeal form, contact the Student Welfare Officer, and arrange a meeting. At this meeting, the complaint can be raised and a resolution attempted.</p> <p><u>Appeals process</u></p> <ul style="list-style-type: none"> Appeals against academic assessment Appeals against the notification of intension to report due to unsatisfactory course progress / non-payment of fees Appeals against the result of an application for special consideration in relation to an individual student Appeals against the application for suspension/deferment/cancellation of Enrolment <p><u>Processing Time:</u>10 working days from the date of receipt</p>
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Student Complaints and Appeals Form

Personal Details	Students Name		
Student Id			
Course	Batch no		
State Nature (Tick mark relevant field)	Complaint		Appeal
State Nature	Academic		Personal/General
Brief narration (add additional sheets where required)	<hr/> <hr/> <hr/> <hr/> <hr/> <hr/>		
Have you tried to resolve the issue informally with the concerned staff? If so, what was the outcome?	<hr/> <hr/> <hr/> <hr/> <hr/> <hr/>		
Students Signature	Date		
Student Services/Welfare Officer Signature	Date		

Note: The Student Services Officer is the point of contact, who would facilitate and coordinate the entire process, either informally or formally and for compilation of Records.



Stage II (Formal Resolution, through Internal Appeals Committee)

(To be filled by the Student)

Date of submission:/...../.....

(Use this form if the Complaint /Appeals are not resolved informally)

PERSONAL DETAILS	Students Name	Student Id
	Course	
	Batch no.....	
	Student Support Person:	
State Nature (Tick mark relevant field)	Complaint	Appeal
	Academic	Personal/General
State Nature		
Complaint/Appeal (add additional sheets where required)	_____	

	Student Signature: Date:...../...../.....	
Records	Part I(Student Complaints and Appeals Process) should be attached to this form	

Note:

1. The student can be accompanied by a 'Support Person' while hearing the case in the Internal Complaints/Appeals Committee.
2. Note that during this process, a student's enrolment will be maintained until the outcome of the complaint or appeal is known, except for exceptional cases. Please provide a written statement of the outcome including reasons and details for the decision to the student within 3 working days.
3. The procedure does not remove the right of the student to take action under Australia's consumer protection laws.



Deliberations of Internal Complaints Committee

Date convened:/...../.....

RTO Manager	Name:
Training Manager	Name:
Deliberations/Decisions of CEO	
Remarks of Course Coordinator/Training Manager (For Academic issues) or RTO Manager for Personal or General concerns) After Interview/meeting the Student	
	Signature:
	Date:
Students Signature	Date:
Deliberations/Decisions of CEO	