

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:	
Complaint/Appeal details	
<p>Complaint Details</p> <p>Date the cause of complaint occurred: _____</p> <p>Reason for the complaint:</p> <ul style="list-style-type: none"> <input type="checkbox"/> General Operations <input type="checkbox"/> Assessment <input type="checkbox"/> ESOS related complaint <input type="checkbox"/> Other, please specify. <p>Have you complained about the issue before?</p> <ul style="list-style-type: none"> <input type="checkbox"/> Yes <input type="checkbox"/> No <p>If yes, please give the date, the complaint was lodged:</p>	<p>Appeals Details</p> <p>Date to which this appeal refers to: _____</p> <p>Reason for the appeal:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Assessment outcome <input type="checkbox"/> Discipline/misconduct <input type="checkbox"/> Any outcome of any application for request <input type="checkbox"/> Any disciplinary action taken against you. <input type="checkbox"/> Other (please specify below)

Complaint/Appeal Summary
 (Please give a detailed explanation of the complaint/appeal and attach any supporting evidence)
 (Provide an explanation on how you believe this complaint can be resolved)

Declaration

- 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 procedures, I can seek assistance from external complaints handling body i.e., the Commonwealth Ombudsman 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:	
*Method of lodgment	<input type="checkbox"/> Email <input type="checkbox"/> Mail
*Name of the members empaneled to resolve the issue	
*Actions proposed by the panel/ determined resolution	

*Implementation of Proposed action by:	<input type="checkbox"/> Continuous improvement Request. <input type="checkbox"/> Counselling by the relevant persons. <input type="checkbox"/> Change of any service or member. <input type="checkbox"/> External Counselling agency <input type="checkbox"/> Referred to: <input type="checkbox"/> Other (Please specify)
Date of Resolution	Xx/xx/xxxx
*Outcome	<input type="checkbox"/> Successful <input type="checkbox"/> Unsuccessful
*Method to communicate the outcome with the complainant/appellant	<input type="checkbox"/> Email <input type="checkbox"/> Mail
*Response of complainant/appellant	<input type="checkbox"/> Agrees and accepts the decision made by the panel (The student signs the acceptance, and the record is placed in the student's admin file) <input type="checkbox"/> Disagrees and unhappy (RBA will contact the student to help him/her access services of the Commonwealth Ombudsman)
<p>Declaration by complainant/Appellant (Please read and tick before signing it):</p> <p><input type="checkbox"/> I acknowledge that the outcome of the complaint/appeal lodged by me has been informed to me.</p> <p><input type="checkbox"/> I agree with the decision made by the panel, and I am happy to accept it.</p> <p>OR</p> <p><input type="checkbox"/> I disagree with the decision made by the panel and would like to escalate it to an external body, and I have been advised of all the required information in this regard.</p> <p>Signature: _____</p> <p>Date: _____</p> <p>Royal Building Academy (RBA)'s representative</p> <p>Name: _____</p> <p>Signature: _____</p> <p>Date: _____</p>	