ROYAL BUILDING ACADEMY

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 willing to participate in meetings or discussions to help resolve this matter.
- ☐ I understand that if I am dissatisfied with the decision after the internal appeal outcome, I can seek assistance from external complaints handling body i.e., Overseas Student Ombudsman (OSO) www.ombudsman.gov.au which is free of cost.

Signature: _____

Date: _____

***Office use: (*marked items to be filled up by staff or compliant handling party)**	
***Receiving staff member:**	
***Date Received:**	
***Method of Lodgment:**	☐ Email ☐ Mail ☐ In-person
***Name(s) of Staff Reviewing the Case:**	
***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:	XX/XX/XXXX
***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 (RBA will contact the student to help him/her to access services of Overseas Student Ombudsman)

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 body, and I have been advised of all the required information in this regard.

Signature: _____

Date: _____

RBA's representative

Name: _____

Signature: _____

Date: _____