

## Complaints and Appeals Form

This form is to be used to lodge a formal complaint or appeal of an assessment outcome, process or general appeal. Please refer to the Complaints and Appeals Policies and Procedures.

A complaint or request for appeal must be made within 20 working days of the event, circumstance or decision that is the subject of the complaint or request for appeal.

Instructions: Please complete as many fields as possible. We will provide written acknowledgement of receipt of your form has been received within two (2) calendar days of receiving it. If you have questions about this form or you require assistance to complete it, please email us on [info@citycollege.edu.au](mailto:info@citycollege.edu.au)

PERSONAL DETAILS	
<b>Student Surname</b>	
<b>Student Given Name</b>	
<b>Contact number</b>	
<b>Postal Address</b>	
<b>Email</b>	
Please tick the appropriate option:	
<input type="checkbox"/> Complaint <input type="checkbox"/> Appeal	
<b>Details of the complaint or appeal</b>	
<b>What is the outcome you are seeking? Do you have a suggestion or remedy for the complaint or appeal?</b>	

<b>Document Name:</b> Complaints and Appeals Form	<b>RTO Code:</b> 91770	<b>CRICOS Code:</b> 04234E
<b>Version:</b> SSS_FR_03_V.01	<b>Approved:</b> May 2024	<b>Review Date:</b> May 2025
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### UNDERSTANDING THE COMPLAINT OR APPEAL CONDITION

- I declare that the information provided in this form is, to the best of my knowledge, True and correct.
- I acknowledge that the City College may use this information provided by me to investigate the complaint or appeal.

<b>Learner Signature</b>		<b>Date</b>	
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*Once this form will be received by City College Administration Department, they will take immediate action.*

### OFFICE USE ONLY

<b>Staff Member Name</b>			
<b>Comments (Action Taken, Learner notified of outcome)</b>			
<b>Staff Signature</b>		<b>Date</b>	
<b>Complaints/Appeals Application Processed</b>	YES <input type="checkbox"/> NO <input type="checkbox"/>		
<b>Complaints/Appeals Application Resolved:</b>	YES <input type="checkbox"/> NO <input type="checkbox"/>		