

## COMPLAINTS AND APPEALS FORM

### Personal Details:

Full Name

Position of complainant/appellant   
(If The Complainant/Appellant Is Employed By Accord College)

Contact Number

Email Address

Address

### If the complainant/appellant is student, please provide the following details:

Student ID

Course Name

### Complaint/appeal details:

#### Complaint Details

Date the cause complaint  
Occurred:

#### Reason for the complaint

- General Operations
- Assessment Outcome
- Other (please specify):

#### Appeal Details

Date to which this appeal refers  
to:

#### Reason for the appeal

- Assessment Outcome
- Any outcome of any application for request
- Any disciplinary action taken against you
- Other (please specify)



### Have you complained about the issues before?

- Yes  No

If yes, please give the date the complaint was lodged:

### Complaint/Appeal Summary

(Please give detailed explanation of complaint/appeal, the expected outcome and attach any supporting evidence)

## COMPLAINTS AND APPEALS FORM

### Complaint/Appeal Summary

(Please Give Detailed Explanation Of Complaint/Appeal, The Expected Outcome And Attach Any Supporting Evidence)

- 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 the relevant person/s required to resolve the issue.

Signature \_\_\_\_\_

Date

### Office Use Only:

**If the complainant/appellant is student, please provide the following details:**

Receiving Staff Member

Date

Method of Lodgement  Email  Mail  
 In person  Phone

Name of members In panel for resolving the issue

Actions proposed by panel

Implementation of proposed actions by  Continuous improvement request  Counselling by the relevant person/s  
 Change of any service or Member  External counselling agency  
 Referred to: \_\_\_\_\_  Other (please specify):

Outcome  Successful  Unsuccessful

Method to communicate the outcome with the complainant/appellant  Email  Mail  
 In Person  Phone

Response of complainant/appellant  Agrees and accepts the panel's decision (The student signs the acceptance, and this form is placed in student's administration's file)  
 Disagrees and wishes to take this further (Accord College will contact student and help student to access the services of an External Bodies or have the matter referred to an independent mediator)

### Declaration of Complainant/Appellant

- I acknowledge that I have been communicated the outcome of the complaint appeal lodged by me.
- I agree to the decision made by the panel and happy to accept it.
- I disagree to 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:

Name:

Signature of Accord College's Representative \_\_\_\_\_

Date:

Name: