Complaints and Appeals Form

Complete the following form and lodge via relevant email. See Complaints and Appeals Policy & Procedure for more details.

SECTION A. Your Details

Date:	
Your Name:	
Student ID: *(If Applicable)*	
Contact Details:	Phone:
	Address:
	Email Address:

Please indicate which of the following applies to you:

☐ Prospective student	☐ Past student	☐ Staff Member
☐ Current student	☐ Workplace or Employer	☐ Other *(Please specify)* _____

Please indicate which of the following you are lodging:

☐ Complaint	☐ Appeal *(unrelated to assessment)*	☐ Assessment Appeal Unit code/Title:

SECTION B. Complaint / Appeal Details

Please tick the following areas to which your complaint relates:

☐ Training Materials.	☐Assessment Materials	☐Services provided
☐ Training Facilities	☐Assessment Facilities	☐Personal conflict/Behavior
☐ Training Content/information		☐Discrimination
☐ Training Environment		☐Victimization
☐ Training – Others:		☐Privacy Breach

Please outline the reasons for your complaint or appeal in as much detail as possible.
Attach additional pages and supporting information as required

What actions have you taken, in an attempt to resolve this matter:
What action/resolution would you like to see occur/implemented:

SECTION C. Declaration and Signature

Please read the below declaration before sign and submission

I have read and understood the XS Complaints Policy and I declare that the other party to the complaint and appeal may be contacted in an attempt to resolve the issue. I agree that XS may conduct independent evaluation checks and that I may be requested to submit further information upon request or attend a meeting to discuss this matter further.

Signed:		**Date:**	/ /

Please forward this completed form to the relevant nominated email address below for lodgment:
admin@xpert.edu.au

Office Use ONLY	
Date Received:	____ / ____ / _____
Acknowledgement Letter Sent Date: *Must be sent within ten (10) working days*	____ / ____ / _____
Complaint Sent Date:	____ / ____ / _____
Appeal Outcome:	☐ Successful ☐ Unsuccessful **Sent date:** ____ / ____ / _____