

COMPLAINTS AND APPEALS APPLICATION FORM

This form is for international students only.

Please read the Complaints and Appeals Policy before completing this document.

OFFICE USE ONLY

Received by: _____

Signature: _____

Date: ____ / ____ / ____

STUDENT DETAILS		Student ID Number:	
Student Surname		Student Given Name:	
Student DOB:		Mobile:	
Address:		Email:	
Course Code and Title			
<p>This application is regarding a: <i>(tick appropriate box)</i></p> <p><input type="checkbox"/> Complaint</p> <p><input type="checkbox"/> Appeal</p> <p>Date of Complaint / Appeal received:</p> <p>Details of complaint /appeal <i>(please detail full reasons for complaint/appeal)</i></p> <p>Steps taken to resolve complaint</p> <p>What supporting evidence have you attached to this document?</p> <p>I hereby declare that the above information is true and correct to the best of my knowledge</p> <p>Student Name: _____</p> <p>Student Signature: _____</p> <p>Date: ____ / ____ / ____</p>			

Please return this form to the International Student Coordinator(ISC)/General Manager

OFFICE USE ONLY	
To be completed by International Student Coordinator (ISC) /General Manager Supporting evidence was supplied:	<input type="checkbox"/> YES <input type="checkbox"/> NO Comment:
Decision by International Student Coordinator (ISC) /General Manager must be completed within the timelines in the complaints / Appeal policy.	
Outcome of the Investigation Date:	
Has the outcome been communicated to the student	<input type="checkbox"/> Yes <input type="checkbox"/> No
Student satisfied with the outcome	<input type="checkbox"/> Yes <input type="checkbox"/> No
If No, refer to external appeal process	<input type="checkbox"/> Yes <input type="checkbox"/> No
APPEALS	International Student Coordinator (ISC)/General Manager to complete this section if the student accesses the external appeal process
Date of application for external appeal:	
Name of External Appeal Adjudicator:	
Decision by External Appeal Reviewer Has the outcome of the appeal letter been provided to the student?	
Comments by International Student Coordinator (ISC)/General Manager	
International Student Coordinator (ISC)/General Manager/appointed representative Signature: Date:	

*****Note to JTI staff: Ensure a copy of this completed form is issued to the student and retained on file.***