



COMPLAINTS AND APPEALS APPLICATION FORM

This form is for Skills First and Fee-for-Service 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 Given Name		Name: Student Surname	
Mobile:			
Address:		Email:	
Course Code and Title			

This application is regarding a: (tick appropriate box)

Complaint

Appeal

Date of Complaint / Appeal received:

Details of complaint /appeal (please detail full reasons for complaint/appeal)

Steps taken to resolve complaint/Appeal

What supporting evidence have you attached to this document?

I hereby declare that the above information is true and correct to the best of my knowledge
Student Name:

Student Signature:

Date: ____ / ____ / ____

Please return this form to the Student Support Officer/General Manager

OFFICE USE ONLY	
To be completed by Student Support Officer /General Manager	<input type="checkbox"/> YES <input type="checkbox"/> NO
Supporting evidence was supplied:	Comment/s:
Decision by Student Support Officer /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	Student Support Officer/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 Student Support Officer/General Manager	
Student Support Officer/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.***