



# Complaints and Appeals Form

For further information in relation to the Complaints and Appeals process, please refer to *ACE Complaints and Appeals Policy and Procedure*. Once this form is completed and signed, please forward to the Student Support Services Officer with any relevant supporting documentation.

## Student Details:

Lodgement Date: \_\_\_\_\_ Student ID: \_\_\_\_\_

Student Name: \_\_\_\_\_

Course Code: \_\_\_\_\_

Course Name: \_\_\_\_\_

This is regarding a...  Complaint  Appeal (tick one box only)  
...and is in relation to...

- My course
- My trainer(s)/Vocational Instructor(s)
- ACE's Practices, Policies and/or Procedures
- Other (please specify) \_\_\_\_\_
- Assessment Decision
- Learning Environment
- Refund

Specify Date of the event which lead to this complaint (If applicable): \_\_ / \_\_ / \_\_\_\_ or **N/A**

**Nature of Complaint / Appeal (please attach further pages if necessary):**

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Specify here what attachments, if any, are attached with this form:

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**Student Signature:** \_\_\_\_\_ **Date:** \_\_ / \_\_ / \_\_\_\_

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## Complaints and Appeals Form

### OFFICE USE ONLY

Complaint or Appeal received by :-

**NAME:** \_\_\_\_\_

**POSITION TITLE:** \_\_\_\_\_

**On:** \_\_\_ / \_\_\_ / \_\_\_\_\_ **(DATE)**

**Outcome:** Resolved / Not Resolved **(PLEASE CIRCLE ONE)**

**Reasons:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Officer Signature:** \_\_\_\_\_

(In accordance with Australian Careers Education Pty Ltd's policy, all complaints are to be entered into the *Complaints and Appeals Register*)

Date Student Notified: \_\_\_ / \_\_\_ / \_\_\_\_\_ **(DATE)**

Notified by: \_\_\_\_\_

Entered in Complaints and Appeals Register on \_\_\_ / \_\_\_ / \_\_\_\_\_ **(DATE)**

Complaint Number: \_\_\_\_\_

Entered By: \_\_\_\_\_

Outcome Letter Placed in Student File: **Yes or No** (Please Circle One)

Filed by: \_\_\_\_\_

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