



ESOS 8.1: 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 Assessment Decision
- My trainer(s)/Vocational Instructor(s) Learning Environment
- ACE's Practices, Policies and/or Procedures Refund
- Other (please specify) _____

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):

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

Student Signature: _____ **Date:** __ / __ / ____



ESOS 8.1: 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: _____

Complaints & Appeals Form	Version 3.2	Updated: Aug 2016
Authorised by CEO	CRICOS # 03219A	RTO # 22424
©Australian Careers Education Pty Ltd		Page 2 of 2