

STUDENT COMPLAINT AND APPEALS FORM



A YOUR PERSONAL DETAILS

Family Name:

Given Name(s):

Course Name:

Student ID:

Contact Phone No.:

Email:

B COMPLAINT INFORMATION

NOTE

Students are encouraged to solve any complaint directly through discussion in the first instance. If this does not provide the solution to the problem, then the formal complaints procedure is to be followed.

I request the Institute to address the following issue:

Academic Financial Personal Procedural Other _____

Location of Issue (If appropriate): _____

(Date & Time): _____

1. Please outline the reasons for your complaint or appeal in as much detail as possible. You may attach additional pages and supporting information as needed.

2. Please make any suggestions you have to resolve this issue.



3. Are there particular staff members of Insight Academy of Australia who may need be involved in the investigation of this complaint or appeal and in what way?

4. Which unit and/or task is this appeal in relation to?

C STUDENT DECLARATION

- ✓ I declare that the information given is true and accurate to the best of my knowledge and I have not wilfully suppressed any information.
- ✓ I understand that if there are any changes to the information provided by me in this form, I would notify Insight Academy of Australia immediately and in the event that I fail to do so, I will be liable for any additional costs incurred.

Signature of Student

Date

OFFICE USE ONLY	
Person receiving complain	Date:
Signature	
Expected resolution date	