

GRIEVANCES, COMPLAINTS AND APPEALS FORM

This form is to be used by all students, including potential students, who want to file a grievance, complaint or appeal about an Academic and/or Non-Academic matter.

The Grievance/Complaint/Appeal Process is summarised below; however students must read the **Grievances, Complaints and Appeals Policy** located on the ACPE website, before completing this form.

- **Stage 1 - Informal Resolution Process:** You attempt to resolve the grievance/complaint informally and amicably at an early stage.
- **Stage 2 - Formal Resolution Process:** You have been unable to resolve the grievance/complaint informally. The formal grievance/complaint procedure begins when you state in writing, using this form.
- **Stage 3 - Appealing the Original Decision:** If you are dissatisfied with the outcome of your grievance/complaint, you may lodge an internal appeal within 20 working days of being informed of the decision. You will be advised of the outcome of this decision within 10 working days of lodgement.
- **Stage 4 - External Independent Review:** If you are dissatisfied with the outcome of your internal appeal, you may make a request for an independent external review of the decision. To lodge an external appeal, you should have sufficient additional evidence to support your appeal against the internal appeal process which would have reviewed the initial evidence provided. You will be provided with access to an external independent review. Charges may be associated with these services, and you are responsible for covering these costs. NB. Disagreeing with a decision is not grounds for appeal.

Give your completed Form and supporting documentation to the Student Services & Learning Support Manager or delegate, or send the completed Form and supporting documentation to:

feedback@acpe.edu.au

STUDENT DETAILS	
Surname:	Given Name/s:
Email Address:	
Postal Address:	
Mobile:	Telephone (Home):
STUDENT STATUS	
Please tick the box that describes your current enrolment status:	
<input type="checkbox"/> potential student (not enrolled, but seeking to enrol)	
<input type="checkbox"/> enrolled students. Please provide the following details:	
Student ID:	
Degree:	
Intake/Year:	

GRIEVANCE / COMPLAINT

Grievance/Complaint Type
 Tick the box that best describes your Grievance/Complaint. If your Grievance type is not listed below, tick 'other' and describe briefly.

Non-Academic Matters	Academic Matters
<input type="checkbox"/> Student Enrolment Services (course application and enrolment process)	<input type="checkbox"/> Education Programs (course structure, content, quality of teaching, course delivery)
<input type="checkbox"/> Facilities and Amenities (classrooms/grounds)	<input type="checkbox"/> Assessment matters
<input type="checkbox"/> Fee-Help and other Fee for Services arrangements	<input type="checkbox"/> Conduct of teaching staff and/or other students
<input type="checkbox"/> General administration (fines and payments)	<input type="checkbox"/> Attendance procedures (where relevant)
<input type="checkbox"/> Perceived discrimination, unfairness and injustice	<input type="checkbox"/> Recognition of Prior Learning (RPL applications)
<input type="checkbox"/> Bullying, harassment	<input type="checkbox"/> Student Supervision (while in class, on vocational placement or practicum)
<input type="checkbox"/> Use and misuse of personal information	<input type="checkbox"/> Issues relating to authorship, intellectual property
<input type="checkbox"/> Conduct of staff – non teaching staff	<input type="checkbox"/> Other (please describe briefly)
<input type="checkbox"/> Other (please describe briefly)	<input type="checkbox"/> Other (please describe briefly)

Grievance/Complaint Details
 Provide a summary of your Grievance or Complaint. Include details such as the location, date and time, names of any people involved and/or areas of the College involved.
 Please attach any information or documentation you wish to have considered to support your Grievance or Complaint.

APPEAL

Students are advised to submit documentation to support their internal appeal.

I wish to register an appeal against the decision of:

This appeal is in relation to:

Grounds for Appeal

SUPPORTING DOCUMENTATION

WHAT IS SATISFACTORY DOCUMENTATION?

Supporting documentation may include: medical certificates, police reports, counsellor assessments and/or letters from relevant external bodies.

Certificates signed by family members are **not** acceptable.

Any documentation submitted must be on official letterhead, dated and include the contact details of the issuer.

All documentation must be current and relevant to the case the student is presenting.

Within the limits of confidentiality, the submitted paperwork should describe the nature and seriousness of the misadventure affecting the student, so that an assessment of the possible effects on the student's performance can be made.

Only those documents, which meet the requirements listed above, will be reviewed.

Supporting documentation attached? Yes No

DECLARATION

I understand that:

- I have read the ACPE *Grievances, Complaints and Appeals Policy*.
- my Grievance/Complaint/Appeal will be acknowledged and will be forwarded to the relevant Responsible Officer for managing the Grievance/Complaint/Appeal, and
- the information I provide will be treated with appropriate confidentiality and will not be disclosed to a third party unless required for the management of my Grievance/Complaint/Appeal or by law.

Signature: _____

Date: ____/____/____

Privacy Statement:

The information you provide on this form is collected and held by ACPE for administrative purposes and activities associated with your enrolment. ACPE will not disclose your personal information without your consent and without due cause, except as required by law, Government regulations or for the normal operational activities of the College.

Office Use Only

Date Received:

Receipt Provided File Number: