

PFS05 Student Complaints and Appeals Form

PERSONAL DETAILS			
Full Name:			
Position of Complainant/Appellant:			
Phone No:			
Email:			
If the complainant is student, please provide the following o	letails		
Student ID:			
Course Name:			
Complain	nt/Appeal details		
Complaint Details	Appeal Details		
 Date the cause of complaint occurred: General Operations Assessment ESOS related complaint Have you complained about the issue before? yes No If yes, please give the date, the complaint was lodged. 	Date to which this appeal refers to: Reason for the appeal: Assessment outcome Any outcome of any application for request ITR (Non-payment) ITR (Poor course progress) Any disciplinary action taken against you. other (please specify below)		
Complaint, (Please give detailed explanation of complaint/app	/Appeal Summary eal and attach any supporting evidence)		

Declaration

(Please tick before you sign)

□All the information provided in this form is correct and accurate to the best of my knowledge.

□I am happy to attend any meeting with relevant persons required to resolve the issue.

Signature:

Date:

Office Use Only		
Complaint/Appeal Receiving Staff member:		
Date:		
Name of members in panel for resolving the issue		
Actions proposed:		



Implementation of Proposed action by: Continuous improvement Request. Conselling by the relevant persons. Change of any service or member. External Counselling gency Other (Please specify) Method to communicate the complainant/appellant and date If Appeal was successful - then 'Appeal successful' email is sent. Appeal entry recorded on register Staff: Date: Response of complainant/appellant Control to be panel (The student signs the acceptance, and the record is placed in student's admin file) Date: Staff: Date: Successful Unsuccessful Unsuccessful Backeptance, and the record is placed in student's admin file) Successful Date: Successful Unsuccessful Backeptance Successful Unsuccessful Reason/s for the Outcome: Signature: Date: Dat		
outcome with the complainant/appellant and date If Appeal was unsuccessful - then 'Appeal unsuccessful' email is sent. If Appeal was unsuccessful - then 'Appeal unsuccessful' Image: email is sent. Appeal entry recorded on register Staff: Date: Date: Response of complainant/appellant Image: Agrees and accepts the decision done by panel (The student signs the acceptance, and the record is placed in student's admin file) Disagrees and unhappy (Student Support Officer will contact student to help student to access services of Overseas Student Ombudsman) Outcome Image: Successful PARAGON POLYTECHNIC representative: Signature:		 Counselling by the relevant persons. Change of any service or member. External Counselling agency
Date: Response of complainant/appellant Agrees and accepts the decision done by panel (The student signs the acceptance, and the record is placed in student's admin file) Disagrees and unhappy (Student Support Officer will contact student to help student to access services of Overseas Student Ombudsman) Outcome Successful Successful Unsuccessful Reason/s for the Outcome: PARAGON POLYTECHNIC representative: Signature: Signature:	outcome with the complainant/appellant and	sent. If Appeal was unsuccessful - then 'Appeal unsuccessful' email is sent. Appeal entry recorded on register
complainant/appellant acceptance, and the record is placed in student's admin file) Disagrees and unhappy (Student Support Officer will contact student to help student to access services of Overseas Student Ombudsman) Outcome Successful Reason/s for the Outcome: PARAGON POLYTECHNIC representative: Signature:		
Student to help student to access services of Overseas Student Ombudsman) Outcome Successful Reason/s for the Outcome: PARAGON POLYTECHNIC representative: Signature:		
Successful Reason/s for the Outcome: PARAGON POLYTECHNIC representative: Signature:		student to help student to access services of Overseas Student
PARAGON POLYTECHNIC representative: Signature:	Outcome	Successful Unsuccessful
Signature:		Reason/s for the Outcome:
Signature:		

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Declaration by complainant/Appellant			
(Please tick before you sign):			
 I acknowledge that I have been communicated the outcome of the complaint/appeal lodged by me. I agree to the decision made by the panel and happy to accept it. I disagree to the decision made by the panel and would like to escalate it to an external body, and I have been advised of all the required information in this regard. 			
Signature:	Date:		
Print Name:			
Signature of PARAGON POLYTECHNIC representative:	Date:		
Print Name:			