COMPLAINTS & APPEALS FORM

Student Name: _______________________________  Student Number: __________________

Course:  ☐ Certificate III  ☐ Diploma  ☐ Other __________________________

Did you receive a notice of intention to report from the college?  ☐ No  ☐ Yes → Please attach copy

Details of Grievance

__________________________________________________________________________

__________________________________________________________________________

__________________________________________________________________________

__________________________________________________________________________

__________________________________________________________________________

__________________________________________________________________________

Student’s Signature: _____________________________  Date: __________

A grievance is a problem you might experience with the College, about something that has happened which you believe is unfair. Generally, the first person to see about this problem is your trainer/teacher or Student Services. If the problem cannot be resolved through speaking with your trainer or Student Services, you should discuss it with the Academic Co-ordinator. If the grievance involves a personal or welfare matter, you can approach the Counsellor, Karina Alouisa.

You may also put your concerns in writing. If grievances are not resolved after discussion with the College, you may wish to refer to an external agency, e.g. The Anti-Discrimination Board (9268 5555) or VETAB (9244 5335) or the Department of Fair Trading 13 3220. Further information may be obtained from the Department’s website: www.fairtrading.nsw.gov.au

All grievances will be taken seriously and a written statement will be given, outlining the complaint or grievance, how it has been handled on appeal, the outcome and reasons for any decisions made. Also refer to the college website which has links to important legal sites in Australia -> http://nswcollege.afta.edu.au/

The college’s grievance procedure does not limit the rights of students to take action under Australia’s consumer protection laws.

Form received on: __________  Received by: __________

Follow Up Action

__________________________________________________________________________

__________________________________________________________________________

Signature: _____________________________  Date: __________

Position: _____________________________  Date: __________
Complaints and Appeals Report

Student Number: __________________________
Student Name: __________________________
Other interested parties: __________________________
Date received: __________________________

DETAILS
Grievance: __________________________

Investigation: __________________________

Resolution: __________________________

Follow up Action: __________________________

Signed: __________________________
Staff Member: __________________________
Position: __________________________
Date: __________________________

"Creating Opportunities through Education & Training!"

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