

# Complaints and Appeals Form

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We thank you for taking the time to notify us of your concern or appeal. We value your feedback and hope to be able to resolve your complaint or appeal as soon as possible. You will receive a confirmation receipt within 5 working days.

Note: By completing this form, you will be lodging a formal complaint or appeal. Please return your form to the **Operations Manager, Level 4, 84 William St, Melbourne, VIC 3000** or email to **education@integrity.edu.au**.

## Personal Details

Date:

Student Name:

Contact Number:

Email Address:

I wish to lodge a:                      Complaint                      Appeal

## Detailed reason for Complaint or Appeal

Please detail your concern or reason for appeal in full, giving as much detail as possible. Please ensure you attach any supporting documentation if applicable.

## Outcome Sought

What outcome(s) are you seeking as a result from your complaint or appeal?

## Student Signature

**Student Signature:**

**Date:**

You confirm that the information provided in this form is true and accurate

I agree.

**You will receive a confirmation receipt within 5 working days.**

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## OFFICE USE ONLY

Received by:

Complaints number issued:

Date:

Given to (Position):

Date written acknowledgment forwarded:

By:

Follow up date (NB: 60-day limit):

## Action Taken

Meetings, investigation, interviews and formal hearings). Attach all documentation.

Note any referral to independent party or authority

## Outcomes from Action Taken

Was the complaint or appeal resolved?

Yes

No

If yes, please detail:

If NO: The CEO will call a meeting of the parties and have a third-party attend in order to mediate the dispute.

Note: Third Party mediator will be a person who is employed by the Dispute Settlement Centre of Victoria

[www.justice.vic.gov.au](http://www.justice.vic.gov.au).

## Student Advised of Outcome

Date original complaint received:

Date outcome determined:

Date student notified of outcome:

Outcome resolved within 21 days:

## Office Checklist

Details added to complaint and appeals register:

Form uploaded to student file (Operations Drive):

Form placed on student's hard copy file:

VETtrak client notes updated:

## Integrity Education Sign-Off

**Integrity Education Representative:**

**Date:**

**Integrity Education Representative:**

**Date:**