

## COMPLAINT AND APPEAL FORM

### 1. COMPLAINANT DETAILS (please complete relevant details)

Student Number	
Student Name	
Contact Email	
Contact Phone Number	
Course Name	

All information provided will be treated with strict confidentiality, and your privacy will be respected throughout the complaints and appeals process.

### 2. COMPLAINT/APPEAL

- ☐ Complaint (Your 1st notification of dissatisfaction or of an issue that has occurred)  
☐ Appeal (A request to review the outcome of a complaint if you are not satisfied or believe the complaint process was not handled properly)

Is your issue:

- ☐ Financial      ☐ Academic      ☐ Course Progress      ☐ Other (please specify): \_\_\_\_\_

### 3. DESCRIBE YOUR COMPLAINT/APPEAL

*Please describe your complaint or appeal, including the issue, any actions taken or outcomes so far, relevant dates, and names of people involved. use and attach additional page(s) if needed*

#### a. Tell us what happened and why you are making a complaint or appeal:

#### b. What actions have you taken to try to resolve this matter (*what have you done to try to fix the problem*):

- c. What action or resolution would you like the college to take in response to your complaint/appeal (*what would you like the college to do to fix the problem*):

- d. Do you have any evidence to support your complaint or appeal? (If yes, please list it. If no, please explain why not):

## 4. COMPLAINANT DECLARATION

- ☐ I have read and understood the Campbell Institute [Complaints and Appeals Policy](#).  
☐ I acknowledge that the information and documentation provided by me as part of this complaint/appeal is accurate and true.

Student Signature:	Date:
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You will be advised of the outcome of your complaint/appeal within the timeframes stated in the [Complaint and Appeals Policy](#).  
Please return this form via email to [info@campbellinstitute.edu.au](mailto:info@campbellinstitute.edu.au), or in person to campus reception.

## OFFICE USE ONLY

Form Received	
Date	
Time	
By	
Complaint Action/Response	
Complaint referred to	
Date	
Time	
Outcome (including reasons)	
Complainant advised of Outcome	
Email sent to complainant	
Date	