



Registered Training Organisation: 45445

CRICOS Provider: 03728B

## COMPLAINTS AND APPEALS FORM

Policy code	CAAF-001	Version 2.3	Effective date: January 2021
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### (PART A – TO BE RETAINED BY STUDENT)

#### 1. GENERAL INFORMATION

Please use this form if you would like to lodge a **complaint** or you would like to make an **appeal** about a decision St Basil's RTO has made, including but not limited to:

- Assessment outcomes
- Disciplinary actions i.e. misbehaviour
- Attendance records
- Course fees
- Allegations involving conduct of St Basil's RTO, our Trainers/Assessors, employees/staff, other learners/students and any third parties and their staff providing services on behalf of St Basil's RTO.
- Notifications of Intention to Cancel your enrolment at St Basil's RTO
- Notifications of intention to report you to DHA/DES, and
- Other decisions directly or indirectly affecting you.

The Complaints and Appeals Process commences within ten (10) working days of receipt of the complaint and/or appeal, and will be reviewed by the college Manager, and may be referred to CEO and any other relevant persons such as your Trainer. The Student Liaison Officer may invite you to a hearing or for further information. Meetings will be confidential, and no data will be released to any third party, except where requested by an Australian Government authority. St Basil's RTO aims to resolve complaints/appeals as quickly as possible, generally within 20 working days. Should additional time be required, we will inform you in writing, detailing the reasons why additional time is required.

Details of your complaint/appeal is recorded and stored in your student file and St Basil's RTO student database. These records will be retained for five years during which you can request access to these records.

Your enrolment will be maintained throughout the complaint/appeal process and you are encouraged to continue to attend your classes.

Throughout the complaint/appeal process you will be able to, bring a support person to all meetings and/or ask for a translator. Once a decision has been reached, you will be informed about the outcome of your complaint/appeal, in a written statement which will include details of the reasons for the outcome. If you are still not satisfied with the advice and outcome, then you have the right to lodge a complaint/appeal to the Overseas Students Ombudsman.

For the information relating to the Overseas Students Ombudsman services, please visit [www.ombudsman.gov.au](http://www.ombudsman.gov.au) or phone 1300 362 072. You can access Overseas Students Ombudsman services FREE of cost. For more information, please refer to the Student Handbook.

If you have any further questions relating to the complaint & appeal process, meet our Student Support Officer.

**NOTE:** If the internal or any external complaint handling or appeal process results in a decision that supports the student, St Basil's RTO must immediately implement any decision and/or corrective and preventative actions required and advise the students of the outcome.

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### (PART B – Submitted to St Basil’s RTO via [rto@stbasils.edu.au](mailto:rto@stbasils.edu.au))

Complaint and Appeal Form submitted on:		Received by:	
<b>2. Personal Details</b>			
Student ID: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>		Student Name:	
Course Name:		Course Code:	
<b>3. Contact Details</b>			
Mobile:		Email Address:	
Current residential address:		Postcode:	
Preferred contact method	<input type="checkbox"/> Telephone	<input type="checkbox"/> Letter	<input type="checkbox"/> Email
<b>4. Appeal/Complaint Details</b>			
<b>Reason for this APPEAL (Please tick)</b> <input type="checkbox"/> Assessment outcome, unit: <input type="checkbox"/> Disciplinary action taken against you <input type="checkbox"/> Attendance Records <input type="checkbox"/> Course fees <input type="checkbox"/> Notice of Intention to Report you to DHA/DES <input type="checkbox"/> Notice of Intention to Cancel <input type="checkbox"/> Other (Please specify) _____ _____ _____		<b>Reason for this COMPLAINT (Please tick)</b> <input type="checkbox"/> Staff member (please provide name): <input type="checkbox"/> Services (please specify) <input type="checkbox"/> Other (please specify) Have you complained about this issue before? <input type="checkbox"/> Yes, Date: ____/____/____ <input type="checkbox"/> No _____ _____ _____	
<b>5. Appeal/Complaint Summary – Please outline the reasons for your <i>appeal/complaint</i> and attach any evidence</b>			
Attach additional pages/evidence as necessary			
<b>6. Would you like to present your case for complaint/appeal in person?</b>			
<input type="checkbox"/> Yes	<input type="checkbox"/> No	If <b>yes</b> , would you like to have a support person present with you at the meeting/s?	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>7. Acknowledgement – All of the information provided is true and correct to the best of my knowledge.</b>			
Name:		Signature	Date: ____/____/____
I am willing to attend a hearing with the Student Liaison Officer and a member of the Senior Management Team of St Basil’s RTO			<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>8. Privacy Notice</b>			
The information provided on this form will be used exclusively to resolve your appeal/complaint. None of the information you provide on this form will be disclosed to anyone outside of this business without your permission, unless we are required to do so by law. Please note that we will keep a written record of your complaint/appeal, including the outcome and reason for outcome.			
<b>9. Office Use Only</b>			
Copy of initial complaint along with any required evidence forwarded to <a href="mailto:rto@stbasils.edu.au">rto@stbasils.edu.au</a>			<input type="checkbox"/> Yes
Copy of initial complaint along with any evidence uploaded to student’s profile			<input type="checkbox"/> Yes