



Registered Training Organisation: 45445

CRICOS Provider: 03728B

STUDENT COMPLAINT FORM

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|-------------|---------|-------------|------------------------------|
| Policy code | SCF-001 | Version 2.3 | Effective date: January 2021 |
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This form is to be used by any student that wishes to make a complaint and has been unable to resolve an issue through the informal complaint process as per the Complaints and Appeals Policy.

Please ensure you complete all requested information detailed in this form. If your contact details have changed, please complete the Change of Details form, in addition to this. This will allow student services staff to address your complaint in a timely manner. Failure to provide the requested information may result in a delay in processing your complaint.

NOTE: The completed formal complaint form must be submitted to Student Services.

SECTION 1: PERSONAL DETAILS

| | |
|-----------------------------|--|
| First Name: | |
| Family Name: | |
| Student ID: | |
| Course Name: | |
| Course Trainer Name: | |

SECTION 2: TYPE OF COMPLAINT

Academic Complaint - The Complaint was related to the following:

| | |
|-----------------------------|--|
| Course Name | |
| Course Unit/Module | |
| Course Trainer Name: | |

- Assessment
- Course Content
- Intention to Report/Cancel (academic non-progression)
- Student Academic Progress
- Quality of Course Delivery
- Other (please specify)

Non-Academic Complaint - The Complaint was related to the following:

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| | |
|-----------------------------|--|
| Course Name | |
| Course Unit/Module | |
| Course Trainer Name: | |

- Operations/Administration
- Tuition Fees
- Physical Abuse
- Verbal Abuse
- Student COE
- Issues
- Racial/ Sexual Discrimination and or Harassment
- Intention to Report/Cancel (non-payment of fees, non-commencement or cessation of studies)
- Other (please specify)

SECTION 3: DETAILS OF COMPLAINT

Please complete the details surrounding the complaint.

| | |
|--------------------------------------|--|
| Date | |
| Department | |
| Location of Incident | |
| Name (s) of Person/s involved | |

Please address each point individually, include the question when providing your answer and attach them to your application:

1. Summary of Events/Complaints

Answer:

2. Actions that you would like taken by St Basil's RTO

Answer:

SECTION 4: SUPPORTING DOCUMENTATION

Please select the type of supporting documentation that you have attached to this application.

- Copies of Emails
- Statutory Declarations from Witnesses
- Copies of Letters
- Other (Please Specify and Attach Documentation)

SECTION 5: DECLARATION

Please select the type of supporting documentation that you have attached to this application.

- I declare that to the best of my knowledge, the information I have supplied on this form is true and correct.
- I have read and understood the Student Complaints and Appeals Policy of St Basil's RTO.
- I have attempted to resolve this complain informally and have attached the informal discussion sheet to this application.
- If applicable I have attached my Change of Details form to this application.

Student Signature: _____

Date: _____