

## Complaints and Appeals Form – International Students

The following is a cover sheet to support your complaint / appeal. It is to outline your complaint / appeal and you are to attach any supporting documentation.

Please indicate what your grievance is (tick the appropriate box below):

**Complaint** - Initial notification of your dissatisfaction or an issue that has occurred.

**Appeal** - Application to have the outcome of a complaint reviewed due to dissatisfaction with the process that has been followed in dealing with the initial complaint or to have an assessment decision reviewed.

Name of Complainant / Appellant:	
Student ID	
Address	
Contact No	
Email Address	

Describe the nature of the Complaint / Appeal:

Describe the specific incident that caused concern / distress. Please describe exactly what occurred, when it occurred, and who was involved. (Please provide more information on separate pages, if required.)

What action have you taken to try and resolve this complaint / appeal?

Do you have a suggested remedy to the problem?

Declaration

I hereby declare that the information provided on this form is accurate.

Student Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Office use only

VIE Personnel who received this document in the first instance:	Name	
	Signature	
	Date	
VIE Manager to complete:	Name	
	Signature	
	Date	

Appeal Approved

Appeal Rejected

Notes and comments regarding how the complaint / appeal has been dealt with and outcome of complaint / appeal: