

AFS05 Student Complaints and Appeals Form

PERSONAL DETAILS				
Full Name:				
Position of Complainant/Appellant: Phone No:				
Email:				
If the complainant is student, please pro	ovide the following d	etails		
Student ID:				
Course Name:				
Complaint/Appeal details				
Complaint Details		Appeal Details		
 Date the cause of complaint occurred: Reason for the complaint: General Operations Assessment ESOS related complaint Have you complained about the issue before? yes No If yes, please give the date, the complaint was lodged. 		Date to which this appeal refers to: Reason for the appeal: Assessment outcome Any outcome of any application for request ITR (Non-payment) ITR (Poor course progress) Any disciplinary action taken against you. other (please specify below)		
(Please give detailed explanation	Complaint/ of complaint/appe	Appeal Summary hal and attach any supporting evidence)		

ALLIED

Declaration

(Please tick before you sign)

□All the information provided in this form is correct and accurate to the best of my knowledge.

□I am happy to attend any meeting with relevant persons required to resolve the issue.

Signature:

Date:

Office Use Only		
Complaint/Appeal Receiving Staff member:		
Date:		
Name of members in panel for resolving the issue		
Actions proposed:		

Implementation of Proposed action by:	 Continuous improvement Request. Counselling by the relevant persons. Change of any service or member. External Counselling agency Other (Please specify)
Method to communicate the outcome with the complainant/appellant and date	 If Appeal was successful - then 'Appeal successful' email is sent. If Appeal was unsuccessful - then 'Appeal unsuccessful' email is sent. Appeal entry recorded on register
	Staff: Date:
Response of complainant/appellant	Agrees and accepts the decision done by panel (The student signs the acceptance, and the record is placed in student's admin file)
complainant/ appellant	 Disagrees and unhappy (Student Support Officer will contact student to help student to access services of Overseas Student Ombudsman)
Outcome	Successful Unsuccessful
	Reason/s for the Outcome:
	PARAGON POLYTECHNIC representative:
	Signature:
	Date:



Declaration by complainant/Appellant				
(Please tick before you sign):				
 I acknowledge that I have been communicated the out I agree to the decision made by the panel and happy to I disagree to the decision made by the panel and would been advised of all the required information in this regard 	b accept it. I like to escalate it to an external body, and I have			
Signature:	Date:			
Print Name:				
Signature of PARAGON POLYTECHNIC representative:	Date:			
Print Name:				