

Complaints, Grievances and Appeals: *Submission Form*

Section A: Personal Information

Family Name: _____

Given Name: _____ DOB: _____

Australian Address: _____

Phone: _____ Mobile: _____

Email: _____

Section B: Reason and Explanation of Submission

Are you submitting a:

- Complaint/Grievance
- Appeal Against a Decision
 - Non-attendance
 - Non-payment of tuition fees
 - Not meeting course progress requirements
 - Student misbehavior
 - Other _____

Today's Date: _____

Term: Term 1 | Term 2 | Term 3 | Term 4

Specify Complaint/ Appeal: _____

Reason/Description of Complaint/Appeal:

Section C: Evidence Provided

Please attach to the back of this Submission Form any additional evidence that should be submitted with your appeal. This may include such evidence as medical Certificates or any other evidence that may support your appeal. Please list evidence provided:

Section D: Support Services Provided

1. Did you receive any of the following notifications
 First Warning Letter
 Second Warning Letter
 Final Warning Letter and Intention to Report (first page of this package)
2. Do you feel you received adequate support from Student Advisors in regards to the matter you are appealing against?
 Yes No

Why/Why not?

3. Any additional comments about Support Services?

*You will be given a written statement on the outcome, including reasons for outcome within 14 days.
This will be stored on your student record.*

Section E: External Appeals (if applicable)

If an Internal Appeal is rejected, or if for any other reason you wish to access the External Appeals Process, then you and ALG must both agree in writing on who this third party mediator will be, which will ensure fairness and independence. Please indicate below that you understand the responsibilities of accessing Third Party Mediation:

- I have been informed of the Third Party Mediation Services (External Appeals) available to me and my rights of access
- I have been given the contact information for the Third Party Mediator to lodge my Appeal
- I accept and understand the costs that may be associated with Third Party Mediation
- I have 10 days to lodge my External Appeals otherwise the Australian Learning Group will consider the Appeal withdrawn.

Section F: Student Declaration (sign here to validate document)

Signature: _____ Date: _____