

STUDENT COMPLAINTS AND APPEALS FORM



SECTION 2 - APPEAL AGAINST AN ASSESSMENT DECISION

NAME OF TRAINER/ASSESSOR

NAME OF UNIT OF COMPETENCY

HAVE YOU DISCUSSED OUR CONCERN WITH THE TRAINER/ASSESSOR?

PLEASE DESCRIBE THE REASONS WHY YOU DISAGREE WITH THE ASSESSMENT DECISION (Please attach additional pages if required)

STUDENT'S SIGNATURE

DATE

SECTION 3 - APPEAL AGAINST A DECISION MADE BY ALANA KAYE

PLEASE DESCRIBE THE REASONS WHY YOU DISAGREE WITH THE DECISION MADE BY ALANA KAYE

STUDENT'S SIGNATURE

DATE

Please return this form in person to the Branch Manager, by post or e-mail marcus@alanakaye.edu.au.

OFFICE USE ONLY

NAME OF PERSON HANDLING THE COMPLAINT/APPEAL

STEPS TAKEN

RESOLUTION

ALANA KAYE REPRESENTATIVE SIGNATURE

DATE

Entered on Student Complaints and Appeals Register

YES

NO

Results given to the Student

YES

NO

E-mail of outcome form sent to student

YES

NO

STUDENT COMPLAINTS AND APPEALS FORM



NOTE: If a student is dissatisfied with the outcome, the student is able to ask Alana Kaye to organise an appropriate third party to review the decision. The independent third party will be an organisation, body or person identified and agreed to by all parties at the time at no cost to the student. Please refer to the Student Handbook.