COMPLAINTS AND APPEALS FORM

Complainants should read the American College Complaints and Appeals Policy before completing this form

Stage One (Academic) – Informal
The first step is direct communication between the complainant and respondent to allow both parties to discuss their point of view and attempt to resolve the problem. The complainant should communicate the matter to the relevant staff member within 5 working days of becoming aware of the problem. In most cases resolution may be verbal and investigation into the complaint will commence within 48 hrs of the complaint being made.

Stage Two (Academic) - Formal Complaints & Appeals Process
If, after undertaking Stage One, or in situations where Stage One is not possible, the complainant should lodge their complaint in writing (using the relevant form) to the Administration Officer (or nominee) within 5 working days of the receipt of the stage one response. Within 48 hrs American College will commence an investigation into the complaint. Within 5 working days of receipt of the appeal, the Office Administrator (or nominee) will provide in writing the outcome of this step of negotiations to both Complainant and respondent.

Stage Three (Academic) - Appeals and Complaints Committee
Where the complainant is unsatisfied with the outcome of Stage Two and believes that:

• they did not have sufficient opportunity to present their case to the decision maker; or
• the process was not carried out in accordance with American policy or procedures; or
• the decision was made contrary to the evidence provided;

The complainant can lodge a written statement of their complaint with the Director. This statement should be lodged within 5 working days of receiving the written notification of the outcome of Stage Two negotiations

Stage Four - External Agencies
Where the complainant is unsatisfied with the outcome of the Stage Three and believes that at the Appeals and Complaints committee the process was not carried out in accordance with American College policy or procedures they may request that the matter to be referred to American College’s nominated independent appeals reviewer.

Independent Appeals Reviewer:
This independent agent will review the case, seeking input from all parties before making recommendations to American College within 15 working days.

Note: If the complainant decides to proceed with Stage four, they should notify the College within 10 days, so that time is allowed for this process.
STUDENT DETAILS

Given name: ___________________________  Family name: ___________________________
Student ID: ___________________________  Date of birth: ___________________________

COMPLAINT DETAILS (tick off the correct box)

☐  Assessment Outcome  ☐  Workplace Health & Safety  ☐  Access & Equity
☐  Marketing & Advertising  ☐  Record Management  ☐  Training Resources
☐  Fees & Charges  ☐  Student Refund  ☐  Other

Complainant comments:
_____________________________________________________________________________________________
_____________________________________________________________________________________________
_____________________________________________________________________________________________
_____________________________________________________________________________________________
Complainant signature: ___________________________  Date: ___________________________

AMERICAN COLLEGE OUTCOME – Office Use Only

Date grievance was addressed: ___________________________

Name of person addressing the complaint: ___________________________

1st Stage: ___________________________  Follow up date: ___________________________

Result of investigation/ intervention: _________________________________________________________
_________________________________________________________________________________________
_________________________________________________________________________________________
_________________________________________________________________________________________
Name of person addressing the complaint: ___________________________

2nd Stage: ___________________________  Follow up date: ___________________________

Result of investigation/ intervention: _________________________________________________________
_________________________________________________________________________________________
_________________________________________________________________________________________
_________________________________________________________________________________________
Name of person addressing the complaint: ___________________________

3rd Stage: ___________________________  Follow up date: ___________________________

Result of investigation/ intervention: _________________________________________________________
_________________________________________________________________________________________
Corrective Action Taken: □ Yes □ No

Reasons for final decision: __________________________________________
_________________________________________________________________
_________________________________________________________________
_________________________________________________________________
_________________________________________________________________

Administration Officer’s signature: __________________________
Date: ____________________

Complainant’s signature: ____________________________ Date: __________

Improvement to policy or procedure required: Yes □ No □

Details of improvement: ________________________________________
_________________________________________________________________
_________________________________________________________________
_________________________________________________________________

If student/staff is not happy with outcome, complaint to be referred to independent arbitrator for further assistance.

Independent mediator’s name (Please print): __________________ Date: __________