

COMPLAINTS AND APPEALS APPLICATION FORM

This form is for international students only.

Please read the Complaints and Appeals Policy before completing this document.

OFFICE USE ONLY

Received by: _____

Signature: _____

Date: ____ / ____ / ____

STUDENT DETAILS		Student ID Number:	
Student Surname		Student Given Name:	
Student DOB:		Mobile:	
Address		Email:	
Course Code and Title			

This application is regarding a: *(tick appropriate box)*

- Complaint
 Appeal

Relevant dates:

Details of complaint /appeal *(please detail full reasons for complaint/appeal)*

Steps taken to resolve complaint

What supporting evidence have you attached to this document?

I hereby declare that the above information is true and correct.

Student Name: _____

Student Signature: _____

Date: ____ / ____ / ____

Please return this form to the International Department Head (IDH/General Manager)

OFFICE USE ONLY	
To be completed by IDH/General Manager	
Supporting evidence was supplied:	<input type="checkbox"/> YES <input type="checkbox"/> NO Comment:
Decision by IDH/General Manager must be completed within the timelines in the complaints policy.	The decision is to agree with the validity of the complaint and take appropriate action to remedy issue The decision is to dismiss the complaint The reasons for the decision is:
What was the basis of the decision?	
Has student been provided a copy of this document and outcome letter, listing the decision and reason for decision? Provide evidence of acknowledgement received by student	
International Student coordinator (ISC)/SSO Signature:	
International Department Head (IDH/General Manager)/appointed representative Signature:	
APPEALS	ISC/SSO to complete this section if the student accesses the external appeal process
Date of application for external appeal:	
Name of External Appeal Adjudicator:	
Decision by External Appeal Reviewer Has the outcome of appeal letter been provided to student?	
Comments by IDH/General Manager	
ISC/SSO Signature:	

Note to JTI staff

- A copy of the form must be provided to student.