



Complaint and Appeal Form

About this form

This form is to be utilised for filing complaints and grievance or appealing in contradiction of an Academic or Non-Academic decision made by Australian Sovereign College.

The National Codes Standard 10 and The SRTO 2015 Standard 6 requires an RTO to have an internal system in place to record, acknowledge and deal with complaints and appeals by potential and enrolled students, employees of the RTO and third parties related to RTO.

Please note that by filling this form you will be lodging a formal complaint or appeal. You can report issues related to harassment, discrimination, unfair treatment regarding conditions of training situations by the trainers, assessors, other staff, assessment outcome and/or work situations, a third party providing services on behalf of AuSC, and learner of AuSC.

Your complaint or appeal will be acknowledged in writing with 7 days and finalised as soon as practicable but not more than 60 calendar days.

Please refer to Complaint and Appeal policy and procedure available on our website www.ausc.edu.au and in your student handbook.

Student details

Student Full Name

Student ID

Email

Phone

Enrolment Status

Potential Currently Enrolled

Course if currently enrolled

Nature of Complaint / Grievance / Appeals

Type of Complaint /
Grievance / Appeal

Academic Non-Academic

Explain the nature of
complain, grievance or
appeal in detail. You can
mention details as time,
date, location and name



of people involved. Attach any relevant information or document to support your complaint or grievance. You can use extra sheet if require.

Student Declaration

I declare that the documents and information I have provided in this form is true and correct. I understand that this complaint or appeal will be dealt according to Australian Sovereign College Complaint and Appeal Policy and Procedure.

Student Signature _____ Date _____

Admin Use Only

Admin Officer Name _____

Date of Receipt _____

Complaint Forwarded to Complaints and Appeal Committee Yes No

Complaints and Appeal Committee Only

Type of action taken Meeting Investigation Interviews Formal Hearing

Briefly explain the outcome of the action taken. Attach all documentation and provide all information collected to form the decision.



Do outcome of decision require external referral	<input type="checkbox"/> Yes <input type="checkbox"/> No	Date of referral	
Recorded the decision	<input type="checkbox"/> Yes <input type="checkbox"/> No	Date of Decision	
Informed the student about the decision	<input type="checkbox"/> Yes <input type="checkbox"/> No	Date of Email	
Name (s) of Authorised Member of C&A Committee		Signature of the Authorised C&A Committee Member	

Note: Please send completed form at complaintsandappeals@ausc.edu.au

Privacy Notice

The information you provide on this form is collected and held by Australian Sovereign College for administrative purposes and activities associated with your enrolment. AuSC will not disclose your personal information without your consent and without due cause, except as required by law, Government regulations or for the normal operational activities of the College.