



Complaints & Appeals Form

Instructions for students:

Before you make a formal complaint or appeal, you should first discuss the matter with the appropriate member of staff, for example, your teacher or Student Services Officer. If the issue is not resolved, you should then meet the Director of Studies to discuss your concern. If you have not followed these steps, please do so before you proceed with completing this form and lodging a formal complaint or appeal.

- Please read the Complaints & Appeals Policy & Procedures. If you have any questions, please ask at Student Services.
- Please complete all parts of this form.
- Please show which type of complaint or appeal you wish to lodge:
 - Academic complaint (for example, your examination results, course, etc.)
 - General complaint (about Australasia Language College's services, facilities, member of staff, etc.)
 - Appeal against Australasia Language College's decision to report you to DHA
 - Appeal against Australasia Language College's decision to suspend or cancel your enrolment.

Part 1: Personal Details

(Please circle) Mr. Ms. Miss. Mrs.	Student ID No.
First Name:	Family name:
Nickname/English name:	Date of birth: / / Male/Female
Address:	Suburb/Post code:
Phone No:	Email:
Passport No:	Visa Type:

Part 2: Your Complaint or Appeal

Please provide as much detail as possible including dates, names of people, places, how the problem has affected you, etc.

e.g. I would like to complaint about my rate of attendance, being treated unfairly, my test results,



AUSTRALASIA LANGUAGE COLLEGE

CRICOS:02966G

Please add another page and staple it to this form if you need to.

Part 3: Declaration & Signature

- I have read Australasia Language College's Complaints & Appeals Policy & Procedure and I understand its contents
Yes No
- I have attached any documents that will support my complaint or appeal
Yes No
- I understand that I will receive the outcome of my complaint or appeal within 10 working days of my meeting with the Student Appeals Committee.
Yes No

I declare that all the information above and in any supporting documentation is true and accurate.

Student's name: _____

Student's signature: _____

Date: _____

Office Use only

Complaint or Appeal Response

Global Education Ministry Incorporated T/A Australasia Language College

ABN: 49 829 747 737

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