



Complaints and Appeals Form

Personal Details:

Full Name:

Position of
Complainant/Appellant:

USI no:

Phone No:

Email:

Address:

If the complainant is a student, please provide the following details

Student ID:

Course Name:

Date:

Complaint/Appeal details

Complaint Details

Date the cause of complaint occurred: _____

Reason for the complaint:

- ☐ General Operations
- ☐ Assessment
- ☐ ESOS related complaint
- ☐ Other, please specify.

Have you complained about the issue before?

- ☐ Yes
- ☐ No

If yes, please give the date, the complaint was lodged:

Appeals Details

Date to which this appeal refers to: _____

Reason for the appeal:

- ☐ Assessment outcome
- ☐ Discipline/misconduct
- ☐ Any outcome of any application for request
- ☐ Any disciplinary action taken against you.
- ☐ Other (please specify below)





Complaint/Appeal Summary

(Please give a detailed explanation of the complaint/appeal and attach any supporting evidence)

(Provide an explanation on how you believe this complaint can be resolved)

Declaration

- ☐ All the information provided in this form is correct and accurate to the best of my knowledge.
- ☐ I am happy to attend any meeting with relevant people required to resolve the issue.
- ☐ I understand that if I am dissatisfied with the decision after the internal appeal procedures, I can seek assistance from external complaints handling body i.e., the Commonwealth Ombudsman which is free of cost.

Signature: _____

Date: _____

***Office use: (*marked items to be filled up by staff or complaint handling party)**

***Receiving staff member:**

***Date:**

***Method of lodgment**

- ☐ Email
- ☐ Mail

***Name of the members empaneled to resolve the issue**

***Actions proposed by the panel/
determined resolution**





*Implementation of Proposed action by:	☐ Continuous improvement Request. ☐ Counselling by the relevant persons. ☐ Change of any service or member. ☐ External Counselling agency ☐ Referred to: ☐ Other (Please specify)
Date of Resolution	
*Outcome	☐ Successful ☐ Unsuccessful
*Method to communicate the outcome with the complainant/appellant	☐ Email ☐ Mail
*Response of complainant/appellant	☐ Agrees and accepts the decision made by the panel (The student signs the acceptance, and the record is placed in the student's admin file) ☐ Disagrees and unhappy (VSC will contact the student to help him/her access services of the Commonwealth Ombudsman)
Declaration by complainant/Appellant (Please read and tick before signing it): ☐ I acknowledge that the outcome of the complaint/appeal lodged by me has been informed to me. ☐ I agree with the decision made by the panel, and I am happy to accept it. OR ☐ I disagree with the decision made by the panel and would like to escalate it to an external body, and I have been advised of all the required information in this regard. Signature: _____ Date: _____ Victorian Skills College's representative Name: _____ Signature: _____ Date: _____	

