



## STUDENT COMPLAINTS AND APPEALS FORM

To be filled out and submitted to the Student Services and Records Manager

Student Name		Student Id	
Address			
Telephone			
Qualification Name and Code			

### Type of Incident ( Please tick)

<b>Reason for Complaint:</b>  <input type="checkbox"/> Complaint against a staff member <input type="checkbox"/> Services at TAF <input type="checkbox"/> Other (Please specify)	<b>Reason for appeal</b>  <input type="checkbox"/> Assessment outcome <input type="checkbox"/> Disciplinary action taken against you <input type="checkbox"/> Refusal of transfer <input type="checkbox"/> Refusal of deferral/ suspension/withdrawal <input type="checkbox"/> Cancellation of enrolment due to non-payment of fees <input type="checkbox"/> Notice of intention to report <input type="checkbox"/> Other (Please specify)
--	--

### Complaints/Appeal Summary

Please outline the reasons for your appeal/complaint and attach any evidence to support your complaint/appeal.

### Acknowledgement

I declare that all information provided is true and correct to the best of my knowledge. I understand that submitting a complaint or appeal will not result in any disadvantage, discrimination or victimisation, and that I may be supported or represented by a person of my choice throughout the process.	Student Signature: _____  Date: _____
---	---

Disclaimer: Once this document is removed from the owner drive or printed this document is no longer controlled.

Document Name	Complaints & Appeals Form	Issued:	July 2025	Ver 1
Authorised by CEO	CRICOS# 03499K	RTO # 40953	Review:	24 months
© Training Australia First Pty Ltd ABN: 23 168 053 825				Page 1 of 2



<p>Privacy statement The information provided on this form will be used to manage and resolve your complaint or appeal. Information may be disclosed internally to relevant staff and, where authorised or required by law, to external bodies. Training Australia First handles personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles</p> <p>This form should be read in conjunction with the Training Australia First Complaints and Appeals Policy and Procedure, which outlines the complaints and appeals process, applicable timeframes, escalation stages, and access to internal and external review mechanisms.</p>	
<b>Office use only</b>	
Complaint/Appeals received through Receiving staff member Complaint/Appeal discussed with Detailed action taken	<input type="checkbox"/> Email <input type="checkbox"/> in person    Date: _____
Complaints outcome	<input type="checkbox"/> Successful <input type="checkbox"/> Unsuccessful <input type="checkbox"/> NA
Appeals Outcome	<input type="checkbox"/> Successful <input type="checkbox"/> Unsuccessful <input type="checkbox"/> NA
Student response to complaints/appeal	<input type="checkbox"/> Accepts and agree <input type="checkbox"/> Disagrees
Continuous improvement request (CIR) raised	<input type="checkbox"/> Yes <input type="checkbox"/> No <b>Date of CIR raised</b>
<b>CIR raised by</b>	Note: Please attach completed form and any other supporting evidence and submit with CIR to the General Manager within 24 hours
<b>Signed</b>	Date
CIR Received by the _____ <input type="checkbox"/> Yes <input type="checkbox"/> No	Allocated CIR No.:
Signature of TAF Representative:	Date:

Disclaimer: Once this document is removed from the owner drive or printed this document is no longer controlled.

Document Name	Complaints & Appeals Form	Issued:	July 2025	Ver 1
Authorised by CEO	CRICOS# 03499K	RTO # 40953	Review:	
© Training Australia First Pty Ltd ABN: 23 168 053 825				Page 2 of 2