

VSL3.1: Complaints, Grievances and Appeals Form

Students are encouraged, wherever possible, to resolve concerns or difficulties informally with the person(s) concerned. If the grievance, complaint or appeal is not able to be resolved through informal discussion with the parties involved, then a formal complaint should be made. The person making the complaint or appeal should then complete this process:

1. Print and then complete the form below. Every field is mandatory.
2. Scan copies, provide evidence or documentation relevant to the complaint, grievance or appeal
3. Scan this application form.
4. Email all documents to Student Services at: support@caseycollege.vic.edu.au. If you have any questions please contact the College on 1300 711 072

| Section 1 – Personal Details | | | |
|--|--|--------------|-------------|
| Name: | | | |
| Contact Telephone: | | Date: | / / 21 ____ |
| Email: | | | |
| Qualification / Course: | | | |
| Section 2 – Type of complaint | | | |
| Please indicate the type(s) or issue(s) your complaint, grievance or appeal relates to: | | | |
| <input type="checkbox"/> Provision of information | | | |
| <input type="checkbox"/> Financial matters | | | |
| <input type="checkbox"/> Assessment content or structure | | | |
| <input type="checkbox"/> Assessment outcomes | | | |
| <input type="checkbox"/> Equipment or assessment/training resources | | | |
| <input type="checkbox"/> Staff qualification or skills | | | |
| <input type="checkbox"/> Administrative procedures | | | |
| <input type="checkbox"/> Student support and guidance | | | |
| <input type="checkbox"/> Training | | | |
| <input type="checkbox"/> Other (please describe below in Section 3) | | | |
| Section 3 – Complaint Details | | | |
| Please provide specific details of what your complaint is about and when the matter involved occurred. Providing as much detail as possible will assist us in investigating your complaint. If necessary you may attach an extra page to this form. Please state if and who you have discussed your complaint with. | | | |
| | | | |

VSL3.1: Complaints, Grievances and Appeals Form

Section 4 – Outcome

Please state what the most optimal outcome is for you.

Section 5 – Authorisation

I hereby authorise Casey College of Beauty Therapy to proceed with the investigation of my complaint.

Student Signature:

Date:

/ /

Section 6 – Complaint Action (Office use only)

Complaint addressed by:

Meeting date and attendees:

Section 7 – Complaint Outcome / Appeal (Office use only)

Details of the outcome of the complaint:

Reasoning for the outcomes of the complaint:

Does the student wish to appeal the outcome of the complaint?

Additional notes:

VSL3.1: Complaints, Grievances and Appeals Form

Section 8 – Authorisation (Office use only)

- This complaint process has been completed and all parties involved have been informed of any changes in practice or operations where/when necessary.
- This matter is still yet to be resolved.

CEO Signature:

Date:

/ /