

## STUDENT FORMAL GRIEVANCE AND APPEAL FORM

### 1. PERSONAL DETAILS

Given Names:	<input type="text"/>	Surname:	<input type="text"/>
Student ID:	<input type="text"/>	Email Address:	<input type="text"/>
Mailing Address:	<input type="text"/>		
Home Phone:	<input type="text"/>	Mobile Phone:	<input type="text"/>
Work Phone:	<input type="text"/>		
Course/Program:	<input type="text"/>		

### 2. PROVIDE DETAILS BELOW ABOUT YOUR GRIEVANCE/APPEAL

I would like to make an:

appeal or

complain about:

#### Type of grievance/appeal

Please tick the main type(s) or issue(s) your appeal/complaint relates to:

- Course information
- Cost information or procedures relating to financial matters
- Program content or structure
- Equipment or teaching resources
- Staff qualifications or skills
- Enrolment procedures
- Student support and guidance
- Release request denied
- Refund request denied
- Other (please list below) nb: for Academic related appeals/complaints please complete the Student Complaints and Appeals for Academic Decisions Form.

This section **MUST** be completed by the applicant:

**3. GRIEVANCE/APPEAL DETAILS**

Please provide specific details of what your grievance/appeal 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.

[Large dashed rectangular box for providing grievance/appeal details]

**4. WHAT IS YOUR DESIRED OUTCOME FROM YOUR GRIEVANCE/APPEAL?**

[Large dashed rectangular box for describing the desired outcome]

**5. DECLARATION**

I hereby authorise Shafston House College Ltd trading as Service Skills Academy to proceed with the investigation of my grievance/appeal.

Signature:

Date:

[Dashed rectangular boxes for signature and date]

**SUBMITTING THIS FORM**

Enter into the fields provided above, save to your computer, email a copy



**POST**  
Service Skills Academy  
46 Thorn Street  
Kangaroo Point QLD 4169



**EMAIL**  
[enrol@ssa.edu.au](mailto:enrol@ssa.edu.au)



**ENQUIRIES**  
1800 552 869

**6. OFFICE USE ONLY**

Date Received: [ ] Review received by: [ ]

Grievance/appeal Addressed by: [ ]

Meeting Date and Attendees (If applicable):

[ ]

Outcome of meeting of grievance/appeal: [ ]

Date that the letter detailing grievance/appeal outcome was sent: [ ]

If grievance/appeal is successful, action has been taken to rectify and by whom: [ ]

If grievance/appeal is unsuccessful was student notified in letter of their right to a further appeal and/or an external appeal: [ ]

Officer who sent letter detailing outcome: [ ]

Comments:

[ ]

**7. GRIEVANCE/APPEAL OUTCOME:**

a) Details of the outcome of the grievance/appeal:

[ ]

b) Reasoning to the decisions towards the outcomes of the grievance/appeal:

c) Does the student wish to appeal the outcome of the grievance/appeal?

If the student wishes to appeal the outcome of an appeal they will need to provide further information or evidence to submit a further appeal. Students may wish to lodge an external appeal if no further evidence can be provided.

d) Additional notes:

**8. AUTHORISATION**

- This grievance/appeal 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
- The student wishes to lodge an External Appeal

Comments:

Signature:

Date:

Executive Director (Academic)