

STUDENT FORMAL GRIEVANCE AND APPEAL FORM FOR ACADEMIC DECISIONS

1. DETAILS OF COLLEGE, COURSE AND STUDENT

I would like to make an appeal or complaint about
 or
 (name of the accredited provider) (name of the person/s)

My student number is and I am enrolled in the following course

2. GRIEVANCE / APPEAL

Type of grievance / appeal

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

- Credit application unsuccessful
- Credit Transfer application unsuccessful
- RPL application unsuccessful
- Unsatisfactory Result
- Suspected Plagiarism
- Assessment matter
- Insufficient Training
- Academic Misconduct
- Other (please list below) nb: for non Academic related appeals/complaints please complete the Student Complaints and Appeals Form.

3. GRIEVANCE / APPEAL DETAIL

Please provide specific details of what your grievance/complaint/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 area for providing details of the grievance/complaint/appeal]

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

5. AUTHORISATION

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

Signature:

Date:

6. GRIEVANCE / APPEAL ACTION:

Office use only:

Grievance/Appeal received by:

Date:

Grievance /Appeal Addressed by:

Meeting Date and Attendees (If applicable) :

Dashed red box for meeting details.

Outcome of meeting of grievance/appeal

Successful

Un-successfull

Date that the letter detailing appeal/grievance 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:

Dashed red box for outcome and action details.

Large dashed red box for additional notes or comments.

7. GRIEVANCE / APPEAL OUTCOME:

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

Dashed red box for details of the outcome.

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

Dashed red box for reasoning to the decisions.

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:

Course Coordinator signature:

Date:

Chief Operations Officer signature:

Date: