

# COMPLAINTS AND APPEALS FORM

This form should be used to make a complaint or appeal about any aspect of the services provided to you by us or about our staff, another learner or a third party providing services on our behalf. You may also use this form to appeal an assessment outcome, any outcome of any application or request, or any disciplinary action taken against you. Your complaint or appeal will be processed in accordance with OPIE Complaints and Appeals Policy and Associated Procedures, a copy of which could be found at [www.opie.vic.edu.au](http://www.opie.vic.edu.au).



OCEANIA POLYTECHNIC  
INSTITUTE OF EDUCATION

CRICOS PROVIDER CODE: 01905F | RTO NO: 6324

## 1. STUDENT DETAILS

Name	<input type="text"/>	Date	<input type="text"/>
Address	<input type="text"/>	Mobile No.	<input type="text"/>
Student No.	<input type="text"/>	Email	<input type="text"/>
Course Name	<input type="text"/>		

## 2. COMPLAINT OR APPEAL DETAILS

### COMPLAINT DETAILS

PLEASE TICK THE AREA TO WHICH YOUR COMPLAINT RELATES:

- General operations
- Training materials, facilities, content, environment or any other training-related matter
- Assessment materials, facilities, environment, location or any other assessment-related matter
- Services provided
- Personal conflict
- Discrimination, harassment, or bullying
- Privacy breach
- Other

Does your complaint involve another person (trainer/assessor/staff/another student)? If YES, please state their name:

Does your complaint involve witnesses? If YES, please provide the names and contact details of the witnesses who are willing to support your claim:

Name	<input type="text"/>
Contact No.	<input type="text"/>
Email	<input type="text"/>
Name	<input type="text"/>
Contact No.	<input type="text"/>
Email	<input type="text"/>

### APPEAL DETAILS

PLEASE TICK THE AREA TO WHICH YOUR APPEAL RELATES:

- Assessment Outcome
- Any outcome of the conduct of Intervention Strategies
- Any outcome of any application for request
- Any disciplinary action taken against you
- Other

If your appeal involves Assessment Outcome, please provide details including assessor name, unit code and unit name:

### 3. COMPLAINT/APPEAL SUMMARY

*Please outline the nature/circumstances of your complaint or appeal.*

*What actions have you taken in an attempt to resolve this matter?*

*What action/resolution would you like to see occur/implemented?*

### COMPLAINANT/APPELLANT DECLARATION

I confirm that all information provided in this form is true and accurate to the best of my knowledge.

I have read and understood the OPIE Complaints and Appeals Policy and Associated Procedures, and I acknowledge that my complaint or appeal will be handled in accordance with these guidelines.

I understand that the other party involved in the complaint may be contacted in an effort to resolve the issue.

I also understand that OPIE may carry out independent checks and I may be asked to provide additional information or attend a meeting to further discuss the matter.

Name

Signature

Date

#### IF COMPLAINANT/APPELLANT IS UNDER 18 YEARS OF AGE

Parent/Guardian Name

Mobile No.

Signature

Email

Date

### OFFICE USE ONLY

Form received

By:

Date

Recorded in Complaints & Appeals Register

By:

Date

Acknowledgment letter/email sent

By:

Date

Forwarded to CEO

By:

Date



Oceania Polytechnic Institute of Education Pty Ltd

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