



COMPLAINTS AND APPEAL LODGEMENT FORM

If you have a complaint or appeal request that you wish to make, please complete and submit this form to Student Administration, stating your issue and outcomes you are seeking. For more information on Complaints and Appeals, please refer to Student Handbook

NOTE: Academic matters include complaints and appeals in relation to student progress, student attendance, assessment submissions, assessments outcomes, trainers and assessors, awards in a course. Non-academic includes e.g. discrimination, bullying, harassment, payment, terms and conditions and others.

Please forward this completed form at admissions@stc.edu.au or hand it to our staff at reception.

Upon receipt of this form and approval of your application, you will be withdrawn. Once your withdrawal has been processed, you may be issued with a statement of attainment for any competencies you have achieved. This statement cannot be provided until all outstanding fees have been paid. To apply for a refund of course fees paid (if applicable), please use the Application for Refund Form.

Personal Details

Student ID Number			
Surname		First Name	
Email Address		Contact number	

Course information

Course Code	
Course Name	

Purpose of submitting this form

<input type="checkbox"/> Complaint	<input type="checkbox"/> Appeal
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Please select from the following categories which best relates to your complaint and/or appeal

<input type="checkbox"/> Student progress	<input type="checkbox"/> Student Attendance	<input type="checkbox"/> Assessment Outcome
<input type="checkbox"/> Assessment submission	<input type="checkbox"/> Trainer and assessor	<input type="checkbox"/> Other, please explain -----

Parramatta Campus

 Suite 1, 191 Church Street Parramatta NSW 2150

Camellia Campus

 Suite 2C L1, 1C Grand Avenue Camellia NSW 2142

International Students

 info@stc.edu.au

 1-800-STC-EDU (1800-782-338)

(02) 8806 3939 | +61 466 666 913

Domestic Students

 info@signaturetraining.edu.au

 (02) 8896 2036 | +61 452 232 813

+61 460 003 311



Please provide details regarding your complaint or appeal request including date/s, people involved etc. Attach additional information, evidence and/or any notes.

If you are making a formal appeal request, please advise how you have attempted to resolve this matter previously. Attach any supporting information including dates of discussions, people contacted, discussions and outcomes.

Please specify what action you would like the RTO to consider/take in relation to your complaint or appeal

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Declaration (if sending via email, you do not need to complete this section as your email is confirmation of this declaration)

I declare that all information provided on this form is true and correct

Signature		Date	
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1. The RTO will contact you by email that server as an acknowledgement receipt of your formal notice and to organise a meeting of parties to attempt a resolution through the RTO Internal Dispute Resolution (IDR) processes.
2. There is no charge for using IDR and the RTO will provide you with a written notification of the resolution agreements and actions.
3. If at the conclusion of the IDR, you are not satisfied it is recommended that you use the external Dispute Resolution (EDR) processes made available by the RTO (please refer to your Student handbook or to the RTO website for details) or utilize your own EDR.
4. Note that the use of the RTO EDR carries charges
5. The use of the RTO Complaints and Appeals Policy and Procedure does not remove the right of the complainant to seek their own independent resolution at any time, use their own legal representation or use any legislative mechanism available.

RTO USE ONLY

Received by		Date	
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<input type="checkbox"/> Approved / <input type="checkbox"/> Declined	Name:	Position	Date
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VETtrak updated
 Documents filed/uploaded
 Email sent to the student

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