

Complaints and Appeals Form

This form is to be completed in accordance with ACFE's Complaints and Appeals Policy and Procedures and Academic Appeal Policy and Procedures which can be found on ACFE website <http://acfe.edu.au/policies-procedures/>.

Your Details	
Date:	
Your Name:	
Contact Details:	Phone: Address: Email Address:
Please indicate which of the following applies to you:	
<input type="checkbox"/> Prospective student <input type="checkbox"/> Current student <input type="checkbox"/> Past student <input type="checkbox"/> Workplace or Employer <input type="checkbox"/> Partner Organisation <input type="checkbox"/> Other _____	
Please indicate if you are lodging a complaint, appeal or an assessment appeal.	
<input type="checkbox"/> Complaint <input type="checkbox"/> Appeal (unrelated to assessment) <input type="checkbox"/> Assessment Appeal	
1. Please outline the reasons for your complaint or appeal in as much detail as possible. You may attach additional pages and supporting information as needed.	

For complaints and appeals not related to assessment, please complete the following.

2. Are there particular staff members of Australian Centre of Further Education who may need be involved in the investigation of this complaint or appeal and in what way?

3. How would you like to resolve the issue? (Please make any suggestions you have to resolve the issue).

For assessment appeals, please complete the following. (Please discuss with your assessor

4. Have you tried to resolve the dispute with your assessor? If not, why not?

5. Which unit and/or task is this appeal in relation to? Provide reasons why you do not agree with the result?

Name:

Date:

/ /

Signature:

Please return this form to ACFE : at reception Level 5, 341-345 Queen Street, Melbourne VIC 3000; or via email: sso@acfe.edu.au after you have completed it.