



## Complaints and Appeals Form

Student to complete and submit to the Academic Manager or CEO.

Applicant Information	
Student Name:	Student ID:
Address:	
Telephone:	Email:
Date of incident:	Course:
Type of incident: <input type="checkbox"/> Complaint <input type="checkbox"/> Appeal <input type="checkbox"/> Assessment appeal	
Did you receive a notice of intention to report to Department of Immigration and Border Protection (DIBP) from Vibe College? —→ No/ Yes <i>Please attach a copy of the letter</i>	
Details of complaint/Appeal/Assessment Appeal	
VIBECOLLEGE	

**VIBE COLLEGE**

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\* Please attach a separate page if the space above is not sufficient to write the details of the Complaint/Appeals/Assessment Appeals

Did you speak with your trainer to resolve the complaint? Yes/ No

Did you speak with student services to resolve the complaint? Yes/No

Student Signature	Date:
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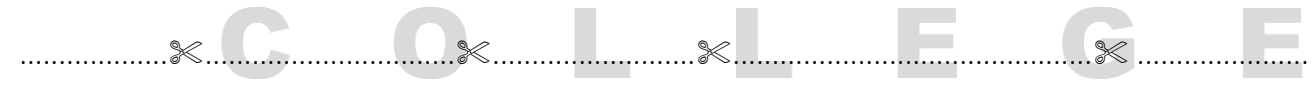
**Note:**

A grievance is a problem you might experience with the college, about something that has happened which you believe is unfair. Generally the first person to see about this problem is your trainer/teacher or Administrative officer. If the problem cannot be resolved through speaking with your trainer or Administrative officer, you should discuss it with the Academic Manager or CEO. If the grievance involves a personal or welfare matter, you can request the college to provide details of the counsellor.

If your grievances are not resolved after discussion with the college, you may wish to refer to an external agency, e.g The Anti-discrimination Board (9268 5555) or the department of fair trading 13 3220. Further information may be obtained from the Department's website: [www.fairtrading.qld.gov.au](http://www.fairtrading.qld.gov.au)

All complaints will be taken seriously and a written statement will be given, outlining the complaint or grievance, how it has been handled on appeal, the outcome and reasons for any decisions made.

The college's grievance procedures does not limit the rights of students to take action under Australia's consumer protection laws.



**OFFICE USE ONLY:**

Form Received by:	
Form Received Date:	
Signature Receiving officer	
Student Name	Student ID: