

## Student Formal Grievance and Appeal Form

To formally address any grievances, complaints or issues you may have or had incurred whilst studying with GET Education Australia please complete the form below and outline your complaint to the best of your ability for it to be resolved.

1. Personal Details required			
<b>Course and Code</b>			
<b>Student Name</b>		<b>Student Number</b>	
<b>Contact Number</b>		<b>D.O.B</b>	
<b>Email Address</b>			

### 2. Declaration-

I, \_\_\_\_\_ would like to make an ☐ appeal or ☐ complaint about

\_\_\_\_\_ or \_\_\_\_\_  
 (Name of the provider) (Name of the Person/s)

My student number is \_\_\_\_\_ and I am enrolled in the following course with  
 GET Education Australia \_\_\_\_\_

### 3. Type of Grievance/Complaint/Appeal

From the list below please tick the main type/s or issue/s your complaint/appeal relates to:

- ☐ Course information
- ☐ Cost information or procedures relating to financial matters
- ☐ Program content or structure
- ☐ Equipment or teaching resources
- ☐ Staff qualifications or skills
- ☐ Enrolment procedures
- ☐ Student support and guidance
- ☐ Release request denied
- ☐ Refund request denied
- ☐ Other (please list below) note: for Academic related appeals/complaints please complete the Student Complaints and Appeals for Academic Decisions Form.

**Other:**

<b>4. Grievance/Appeal details</b> Please provide specific details of what your grievance/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.			
<b>5. Desired Outcome:</b> What is the desired outcome you are hoping for from your Grievance/Appeal?			
<b>Authorisation:</b>	I hereby authorise GET Education to proceed with the investigation of my grievance/appeal.		
<b>Authorisation Signature</b>		<b>Date</b>	
<b>6. Grievance/Appeal Action: (Office use only)</b>			
<b>Grievance/Appeal received by:</b>		<b>Date</b>	
<b>Grievance/Appeal Addressed by:</b>		<b>Date</b>	
<b>Grievance/Appeal</b>			
<b>Meeting Date</b>			
<b>Meeting Attendees</b> (Minutes of meeting to be kept separate from this document)			
<b>Meeting outcome</b>	<input type="checkbox"/> Successful <input type="checkbox"/> Unsuccessful		
<b>Date that the letter detailing grievance/appeal outcome was sent:</b>			
<b>If grievance/appeal is successful, what action has been taken to rectify and by whom:</b>	<b>Action Taken</b>	<b>Person Responsible:</b>	
<b>If grievance/appeal is unsuccessful was student notified in letter of their right to a further appeal and/or an external appeal:</b>	<b>Action Taken</b>	<b>Person Responsible:</b>	
	Letter sent <input type="checkbox"/> Yes <input type="checkbox"/> No If No Why?		

<b>Comments</b>			
<b>Does the student wish to appeal the outcome of the grievance/appeal?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No If No Why?		
<b>7. Grievance/Appeal Outcome details</b>			
<b>Details of the outcome of the grievance/appeal: (Attach extra sheets if required)</b>			
<b>Details of the outcome of the grievance/appeal: (Attach extra sheets if required)</b>			
<b>If the student wishes to appeal the outcome of the 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). (Attach extra sheets if required)</b>			
<b>Additional notes:</b>			
<b>Authorisation:</b>	<input type="checkbox"/> This grievance/appeal process has been completed and all parties involved have been informed of any changes in practice or operations where/when necessary <input type="checkbox"/> This matter is still yet to be resolved <input type="checkbox"/> The student wishes to lodge an External Appeal		
<b>CEO Name:</b>			
<b>CEO signature:</b>		<b>Date</b>	