

PART A: INFORMATION TO STUDENTS

The following form is to be completed by students wishing to lodge a complaint or lodge an appeal against a decision made by Southern Cross Education Institute. Please refer to PP11 Complaints and Appeal Policy and Procedure which can be found in the Student Handbook, Southern Cross Education Institute website and at the reception.

How to apply

- Formal Complaint will be submitted in writing by filling out the FOR03 Complaint and Appeal Form
- The Notification of the complaint must provide the description of the complaint in detail including the relevant information such as name, dates, venues, course/program details and the supporting documents, eg emails.
- The Complaint and Appeal Form will need to submit to Student Welfare Officer via welfare.melbourne@scei.edu.au or welfare.adelaide@scei.edu.au

Processing of Complaint and Appeal

- The Complaint and Appeal Process commences within ten (10) working days of the receipt of the complaint and/or appeal.
- SCEI aims to resolve the complaint and appeal as soon as possible, generally within 30 calendar days

Outcome of Complaint and Appeal

- Student Welfare Officer will provide the student with a written outcome including the reason of the outcome.
- The student will be advised of stage wo (2) of complaint and appeal with Overseas Students Ombudsman (www.ombudsman.gov.au or phone 1300 362 072)

PART B: STUDENT'S DETAILS

Student ID:

Student DOB:

Student Full Name:

Student Email Address:

Student Contact Number:

Student Course/
Program Name

PART C: COMPLAINT AND/OR APPEAL DETAILS

Reason for Complaint *(Please Tick)*

- Student Enrolment Services/ Enrolment process
- Facilities and Amenities
- Course Resources
- Use and misuse personal information
- Trainer/ Staff Member
- Customer Services
- Student Support Services
- Other, please specify:

Reason for Appeal *(Please Tick)*

- Assessment Outcome
- Disciplinary action taken against you
- Attendance records
- Notice of Intention to Report to DHA
- Notice of Intention to Cancel
- Course Fee
- Late Assessment Submission Fee
- Other, please specify:

PART D: COMPLAINT AND/OR APPEAL SUMMARY

Please outline the reason for your appeal/complaint including evidence.

PART E: STUDENT DECLARATION

All of the information provided is true and correct to the best of my knowledge
I have read SCEI PP11 Complaint and Appeal Policy and Procedures

Student Name:

Student Signature:

Date:

PART F: FORM SUBMISSION

Email to: **welfare.melbourne@scei.edu.au**, or
welfare.adelaide@scei.edu.au

PART G: OFFICE USE ONLY

Findings/Recommendations

Complaint/Appeal Outcome

Notice of action taken by the Manager

Student informed of the outcome
Student advised to seek appeal through external agency
Complaint and Appeal Form and the relevant documents updated into Student Management System
The Complaint and Appeal has been registered under RGT01 Complaint and Appeal Register

SCEI Staff Name:

SCEI Staff Signature:

Date: