

Complaints and Appeals Form

This form is to make a formal complaint or appeal about any aspect of the services provided to you by us or about our staff, another learner or a third party providing services on our behalf. You may also use this form to dispute an assessment decision (assessment appeal).

Please include as much information as possible about your complaint or appeal as this will help us to resolve your complaint or appeal more efficiently.

Your Details

Appeal Date:

Your Name:

Contact Details:

Phone:

Address:

Email Address:

Please indicate which of the following applies to you:

☐ Prospective student

☐ Current student

☐ Past student

☐ Workplace or Employer

☐ Partner Organisation

☐ Other _____

Please indicate if you are lodging a complaint, appeal or an assessment appeal.

☐ Complaint

☐ Appeal (unrelated to assessment)

☐ Assessment Appeal

1. Please describe your complaint or appeal, including as much information as possible including relevant dates and persons involved. Attach any supporting evidence and reference them in your description.

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

2. Please make any suggestions you have to resolve this issue.

3. Are there particular staff members of London College who may need be involved in the investigation of this complaint or appeal and in what way?

For assessment appeals, please complete the following.

4. Which unit and/or task is this appeal in relation to?

Signed:

Date:

/ /

Printed name:

Please return this form using the details below.

principle@london.edu.au