

# Complaints and Appeals Form



This form should be used to submit a complaint or appeal. Appeals must be lodged within 20 days of the initial event/decision.

The information provided on this form will be used exclusively to resolve your complaint/appeal. None of the information you provide on this form will be disclosed to anyone outside of the business without your permission, unless we are required to do so by law.

Please submit the completed form to Dynamic Learning Services by email to [admin@dynamiclearningservices.com.au](mailto:admin@dynamiclearningservices.com.au).

<b>Student Name:</b>		<b>Student ID</b>	
<b>Contact Number:</b>		<b>Email Address:</b>	
<b>Current Course:</b>			
<p><b>Please select the reason you are completing this form</b>      <b>Complaint</b> <input type="checkbox"/>   <b>or</b>   <b>Appeal</b> <input type="checkbox"/></p>			
Reason for this complaint (Please tick and provide further details below). <input type="checkbox"/> Trainer/Staff member (please provide name): <input type="checkbox"/> Services provided (please specify): <input type="checkbox"/> Facilities or Equipment (please specify): <input type="checkbox"/> Course Resources <input type="checkbox"/> Other (please specify): <b>Have you complained about this issue before?</b> <input type="checkbox"/> Yes <input type="checkbox"/> No IF Yes, provide Date:		Reason for this appeal (Please tick and provide further details below). <input type="checkbox"/> Academic Assessment outcome (please list relevant unit/s): <input type="checkbox"/> Non-Academic decision/outcome (please specify): <input type="checkbox"/> Disciplinary action taken against you (please specify): <input type="checkbox"/> Course fees or charges applied (please specify): <input type="checkbox"/> Other (please specify):	
<p><b>Complaint/Appeal Details</b> (Summary)                  Please outline the reasons for your complaint or appeal and attach supporting evidence.</p>			

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Student Acknowledgement		
<p>I have read and understand the Dynamic Learning Services Complaints and Appeals Policy and Procedure. I understand that I may be requested to provide further information or attend a meeting upon request to discuss my complaint/appeal further. I am willing to attend a meeting at Dynamic Learning Services if required.</p>		
Name:	Signature:	Date:

DLS OFFICE USE ONLY			
Receiving Staff Member Name:		Date:	
Complaint recorded in register <input type="checkbox"/>		Date Entered:	
Acknowledgement sent to student <input type="checkbox"/>		Date sent:	
		Method:	
Complaint/Appeal forwarded to GGM and CM <input type="checkbox"/>		Date sent:	
GGM or CM Actions:		Date:	
Check complaint/appeal has been entered in the register and check for completeness of entry <input type="checkbox"/>			
Complaint findings/decisions Findings/Recommendation/s:		or Appeal Recommendation/s:	
Complaint Outcome:			
Supported <input type="checkbox"/>		Not Supported <input type="checkbox"/>	
Appeal recommendation/s forwarded to the CEO or GGM for consideration/decision <input type="checkbox"/>			
Date Sent:			
Name:		Signature:	

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CEO/GGM/CM Findings/Decision							
Findings:							
Complaint/Appeal Outcome:							
Appeal Upheld: <input type="checkbox"/>				Appeal Overturned: <input type="checkbox"/>			
Name:		Position:		Signature:		Date:	
Complaints/Appeals register updated with outcome: <input type="checkbox"/>				Date Updated:			
Notice of outcome sent to student (Must be within 10 working days of outcome decision)				Date Sent:			
Outcome recorded in DLS continuous improvement register (if applicable)				Date entered:			
Outcome records saved in student record:				Date Entered:			