MMCollege
HAIRDRESSING | BARBERING | FLORISTRY

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Complaint, Appeals and Grievances Form

Instructions to the applicant:

1. Please complete this form and submit it to the CEO/Principal James Milner or your teacher as soon as possible. Depending on the nature of the matter, you have the option to send this form (marked confidential) to the Principal of MM College, via the above address.
2. Clearly state the nature of the issue and, if appropriate, indicate evidence you have to support your claim.
3. All complaints will be treated seriously and you may be required to discuss the matter with a senior member of staff.
4. You will be formally notified of the outcome of your complaint within 5 days of the complaint being made.

Formal Resolution Formal complaints/appeals and grievances can be raised directly with the principal/CEO teachers or staff member.	
I have raised my complaints/appeals and grievances formally (please provide details of the outcome below)	
I have not raised my complaints/appeals and grievances formally (any additional information may be detailed below)	
Outcome/reason: *Please provide details of informal complaint outcome or reasons why you have not raised complaint formally.*	

Full Name:	
Student Number:	
Email:	
Phone Number:	

Date of Alleged Event*	
*If the event occurred more than twelve months ago, please provide the date and reason for the delay in submitting your complaint below:	
Reason for delay:	
Nature of Issue:	

Academic decision/matter

A person

Administration/Process

Other

Written statement regarding issue:

Conflict Resolution

Please provide a brief description of what you would consider to be a satisfactory resolution of your complaint.

Please attach any supporting evidence for your complaint.

Information provided in lodging your complaint, including your statement above, may need to be divulged to the persons with direct involvement (where appropriate). This may include information you have provided being sent to individuals who form the basis of your complaint, for their response. If you have concerns about this process, please tick this box and discuss the matter with a trainer or CEO/Principal.

Complainant Declaration

I declare that all included information is true and correct and that, where appropriate, action has been taken to resolve the matter informally prior to the lodgement of this form.

_____ _____

Complainant Signature Date

Recipient Declaration

I declare that I have received this complaint on behalf of Marjorie Milner College and will endeavour to resolve this matter fairly, sensitively and confidentially.

_____ _____

Student Services Manager or CEO Signature Date