

Complaints and Appeals Form

Version 1.0



SECTION ONE – INSTRUCTION

This form is used to register a formal Complaint or Appeal, whereby:

- A **Complaint** is the formal acknowledgement of dissatisfaction regarding a product, service or conduct by MM College, its staff, contractors, students or any applicable third parties. A Complaint can relate to the enrolment process, marketing information and permissions, quality of training and assessment, student progress, student support or the behaviour or actions of MM College's staff, contractors, students or any applicable third parties.
- An **Appeal** is a formal request for an alternative decision to be made by MM College regarding a previous lodged Complaint.

For a **Complaint**: Please populate Section 2, 3, 4 and 6 of this form.

For an **Appeal**: Please populate Section 2, 3, 5 and 6 of this form.

Once completed, please compile and attach any supporting documentation and either send electronically to info@mmcollege.edu.au or print and post to 401 Canterbury Road, Surrey Hills, VIC, 3127.

SECTION TWO – CONTACT INFORMATION

2.1	Please select the options that best identifies your relationship with MM College:				
	<input type="checkbox"/> Student	<input type="checkbox"/> Parent/Guardian	<input type="checkbox"/> Employer	<input type="checkbox"/> MM College staff member	<input type="checkbox"/> Other (please specify): Click or tap here to enter text.

2.2	Please provide your contact details. These contact details will be used by MM College to correspond with you regarding this matter:				
	Title	<input type="checkbox"/> Mr	<input type="checkbox"/> Mrs	<input type="checkbox"/> Ms / Miss	<input type="checkbox"/> Other
	Family name	Click or tap here to enter text.			
	Given names	Click or tap here to enter text.			
	Email address	Click or tap here to enter text.			
	Postal address (including postcode)	Click or tap here to enter text.			
	Student number (if applicable)	Click or tap here to enter text.			
	Contact details	Home Phone Number: Click or tap here to enter text. Mobile Phone Number: Click or tap here to enter text. Work Phone Number: Click or tap here to enter text.			

SECTION THREE – UTILISATION OF THIS FORM

3.1	Please tick the appropriate option:	<input type="checkbox"/> Complaint	<input type="checkbox"/> Appeal Please provide the RTO's Complaint Reference No (#): Click or tap here to enter text.
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SECTION FOUR – COMPLAINT DETAILS

4.1	What is your complaint? Please include any background information including specific dates, names and other details that will help our investigation.	Click or tap here to enter text.
4.2	Do you have any evidence to support your complaint? Please list any witnesses who can support your statement and attach copies of relevant documents.	Click or tap here to enter text.
4.3	Have you tried to resolve the matter informally? If so, what did you do, who did you ask for help and what was the result? If you have not attempted to resolve the matter informally, please explain why.	Click or tap here to enter text.
4.4	What effect has this matter had on you? And what outcome for resolution are you seeking?	Click or tap here to enter text.

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SECTION FIVE – APPEAL DETAILS

5.1	Why do you not agree with the resolution of the complaint?	Click or tap here to enter text.
5.2	Do you have any new evidence to support your appeal? Please attach copies of any relevant documents.	Click or tap here to enter text.
5.3	What outcome for resolution are you seeking?	Click or tap here to enter text.

SECTION SIX – ACKNOWLEDGEMENT

Through submission of this form, I confirm that all information provided here to the best of my knowledge is true, correct, and accurate. I understand that formal investigation of my complaint requires that the details of my complaint or appeal (including my identity) may be shared with any the persons involved in of the complaint or appeal, so they can respond. These details may also be shared with potential witnesses. I also confirm that I have read and understood the *Complaints and Appeals Policy* will provide any supporting documentation (if required) to support this matter.

By reading this disclosure, I also confirm that understand that MM College will treat sensitive information received or exchanged during investigation of the Complaint or Appeal in accordance with the *Corporate Governance Policy* (which can be found in the Student Handbook):

4.2	Name	Click or tap here to enter text.
4.3	Signature	
4.4	Date	Click or tap here to enter text.

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