

Complaint & Appeals Form - Part 1 – To be retained by student

1. General Information

Please use this form if you would like to lodge a **complaint** against Pivotal Education or if you would like to **appeal** a decision made by Pivotal Education including but not limited to:

Issues of an Academic Nature:

- Assessment outcomes
- Trainers/Assessors
- Learning Resources
- Assessment tools
- Learning/Classroom Environment

Issues of a Non-Academic Nature:

- Attendance/Course Progress records
- Course fees
- Non-academic staff e.g. Student Services
- Disciplinary actions i.e. misbehaviour
- Resources, facilities, equipment
- Notifications of Intention to Cancel your enrolment
- Notifications of intention to report you to Department of Home Affairs, and
- Other decisions directly or indirectly affecting you.

All **complaints/appeals** will be discussed with the Academic Coordinator/Principal and any other relevant persons such as your Trainer may be invited to the meeting. The Student Support Officer may invite you to a hearing or for further information. Meetings will be confidential and no data will be released to any third party, except where requested by an Australian Government authority. You will be contacted within 10 days of the date your **complaint/appeal** is lodged.

Details of your **complaint/appeal** is recorded and stored in your student file and Pivotal Education's student management system (VETtrak).

Your enrolment will be maintained throughout the *complaint/appeal* process and you MUST continue to attend your classes until the outcome of the *complaint/appeal* is finalised.

Throughout the **complaint/appeal** process you will be able to:

- Bring a support person e.g. a friend or a family member to all meetings; and
- Ask for a translator

Once a decision has been reached, you will be informed about the outcome of your **complaint/appeal**. If you are still not satisfied with the advice and outcome then you have the right to lodge a complaint/appeal to the Overseas Students Ombudsman.

For the information relating to the Overseas Students Ombudsman services, please visit www.oso.gov.au or phone **1300 362 072**. You can access Overseas Students Ombudsman services at no charge.

For more information, please refer to the **Complaints and Appeals Policy located at Pivotal Education website** <https://www.pivotal.edu.au/>

Please complete and sign the attached **Complaint & Appeal Form** and submit it to Pivotal Education

Complaints & Appeal Request Form	Version #	v2.1	Effective Date	Oct 2020	Issued Date	Nov 2018	Created for	PIVOTAL EDUCATION RTO 90272 – CRICOS 03872E	Page 1
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via mail or in person or by email training@pivotal.com.au

If you have any further questions relating to the *complaint & appeal process*, please see our Student Support Officer.

Note: If the internal or any external complaint handling or appeal process results in a decision that supports the student, Pivotal Education must immediately implement any decision and/or corrective and preventative action require and advise the students of the outcome.

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Complaint & Appeals Form Part 2 – to be submitted by the student

Personal details			
Student ID:			
Student Name:			
Course:			
Contact Details			
Mobile:		Email Address:	
What is your current residential address?			Postcode:
What is your mailing address (if different)?			Postcode:
Preferred contact method	<input type="checkbox"/> Telephone	<input type="checkbox"/> Letter	<input type="checkbox"/> Email <input type="checkbox"/> Unknown
Appeal/Complaint details			
Reason for this APPEAL (Please tick) <input type="checkbox"/> Assessment outcome, unit..... <input type="checkbox"/> Disciplinary action taken against you <input type="checkbox"/> Attendance records <input type="checkbox"/> Course fees <input type="checkbox"/> Notice of Intention to Report you to DET/DHA <input type="checkbox"/> Notice of Intention to Cancel <input type="checkbox"/> Other (please specify).....	Reason for this complaint (Please tick) <input type="checkbox"/> Staff member (please provide name)..... <input type="checkbox"/> Services (please specify)..... <input type="checkbox"/> Other (please specify)..... Have you complained about this issue before? <input type="checkbox"/> Yes, date..... <input type="checkbox"/> No		
Appeal/complaint summary			
Please outline the reasons for your <i>appeal/complaint</i> and attach any evidence to support your complaint/appeal.			
Attach additional pages as necessary			

All of the information provided is true and correct to the best of my knowledge.

Name:	Signature:	Date	
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I am willing to attend a hearing with the Academic Coordinator/Principal of Pivotal Education if required.

Yes

No

Privacy notice

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

Receiving Staff Member:		Date	/ /
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Complaint/appeal lodged:	Via mail	by email	in person
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Appeal/complaint discussed with:	
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Appeal Outcome	<input type="checkbox"/> Successful <input type="checkbox"/> Unsuccessful Confirmed by: Appeal Outcome Endorsed by: Appeal Outcome Endorsed by:	Date: Date: Date:
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Proposed actions identified in meeting:	
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Proposed actions communicated to student:	Via mail In person Other _____ Copy attached	Date	
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Student's response to proposed actions & outcome:	accepts and agrees	File copy in Student's personal file
	disagrees, student remains unhappy	Student Support Officer will contact student within 10 days to assist student to access services of Overseas Student Ombudsman.

Implementation of proposed actions by:	Other (please list action/s taken, and who responsible)
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Continuous Improvement Request

Counselling Record Form

Payment Plan Application Form

Referral to

Course Variation Application Form

Change of trainer to.....

Creation of agreement that the student has to adhere to

I confirm all required action/s are completed: YES NO

Name:	Signature:	Completion Date
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