AUSTRALIAN NATIONAL COLLEGE

FOR109 Complaints and Appeals Form

Instructions

For ANC to formally lodge your complaints and appeals and to seek for resolution in a fair and timely manner, please follow the instructions below:

1. Fill this form using a black or blue coloured pen only.
2. Lodge this form in person or by post.
3. Attach all the supporting documents.
4. Please provide as much information as possible and attach extra sheet if required.

Indicate the purpose of using this form by ticking ONE of the

☐ **Complaints**
Initial notification of an issue that has

☐ **Appeals**
An appeal against a decision that has been made by the

Do you need a reply to your complaints or appeals? ☐ **Yes** ☐ **No**

If Yes, please fill in your details so that we can contact you.

Name _____

Email _____

Phone Number _____

Student ID _____

Address _____

_____

Detailed Description: (Include details of incident, dates and personnel involved)

_____

_____

_____

_____

_____

_____

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_____

_____

_____

Date _____

FOR OFFICE USE

Resolution: _____

_____

_____

Date received _____

Detail entered into complaints and appeals logbook ☐ Yes ☐ No

Staff Signature _____

Staff Name _____

NOTE

Once this form is completed and received by ANC staff, the resolution period will begin within 10 working days. ANC will endeavour to conclude the process within reasonable timeframe.
Under usual circumstances, ANC will seek to resolve complaints and appeals within 20 working days.

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