

Complaint and Appeal Form

A Complaint/Appeal is a problem you might experience with the Optimistic Futures about something that has happened which you believe is unfair. Generally, the first person to see about this problem is your Trainer or Student Administration. If the problem cannot be resolved through speaking with your Trainer or Administration Officers, you should discuss it with the Administration Manager or the RTO Manager.

If the Complaint/Appeal involves a personal or welfare matter, you can approach the Student Support Officer. You may also put your concerns in writing.

Optimistic Futures' Complaints and Appeal Policy is available at the Institute Reception or can be downloaded from our website of.edu.au.

To make a complaint or an appeal fill out this form with any supporting evidence and hand it to the Administration Department who will act in accordance with Optimistic Futures' Complaints and Appeals Policy. Your complaint/appeal will be acknowledged within 3 working days and finalised within 30 calendar days where possible.

PERSONAL DETAILS			
First Name:			
Last Name:			
Role of Complainant/Appellant:			
Phone No:			
Email:			
Address:			
If the complainant is student, please provide the following details			
Student ID:			
Course Name:			
Complaint/Appeal (tick appropriate box)			
☐	Assessment / Result of Assessment	☐	Plagiarism
☐	The Anti-Discrimination Policy	☐	ESOS related complaint
☐	The Equal Opportunity Policy	☐	Complaints against a student
☐	Complaints against a Trainer/Assessor/Staff	☐	Others (please specify)

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Have you complained about the issue before? ☐ Yes ☐ No

If yes, please give the date, the complaint was lodged:

Date: / /

Steps already taken to resolve the issue (if any) (e.g. discussed with trainer, administration, student support officer): Please provide details here:

Complaint/Appeal Summary
(Please give detailed explanation of complaint/appeal and attach any supporting evidences)

Declaration

(Please tick before you sign)

- ☐ All the information provided in this form is correct and accurate to the best of my knowledge.
- ☐ I am happy to attend any meeting with relevant persons required to resolve the issue.

Signature:

Date:

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Office Use Only			
Complaint/Appeal Receiving staff member:			
Date:			
Reference no.		Date Acknowledged	
Method of lodgment	☐ Email ☐ in person – mail ☐ Phone		
Name of members in panel for resolving the issue			
Actions proposed by panel			
Implementation of Proposed action by:	☐ Continuous improvement Request. ☐ Counselling by the relevant persons. ☐ Change of any service or member. ☐ External Counselling agency ☐ Other (Please specify)		
Outcome	☐ Successful ☐ Unsuccessful		
Method to communicate the outcome with the complainant/appellant and date	☐ Email ☐ in person ☐ mail ☐ Phone Date: _____		
Response of complainant/appellant	☐ Agrees and accepts the decision done by panel (The student signs the acceptance and the record is placed in student's admin file) ☐ Disagrees and unhappy (Student Support Officer will contact student to help student to access services of Overseas Student Ombudsman)		
Declaration by complainant/Appellant			

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(Please tick before you sign):

- ☐ I acknowledge that I have been communicated the outcome of the complaint/appeal lodged by me.
- ☐ I agree to the decision made by the panel and happy to accept it.
- ☐ I disagree to the decision made by the panel and would like to escalate it to an external body, and I have been advised of all the required information in this regard.

Signature: _____ Date: _____

Print Name: _____

Signature of Optimistic Futures representative: _____ Date: _____

Print Name: _____