

## **CFS03 Complaints and Appeals Form**

PERSONAL DETAILS				
Full Name:				
Position of Complainant/Appellant:				
Phone No:				
Email:				
If the complainant is student, please provide the following	details			
Student ID:				
Course Name:				
Complaint/Appeal details				
Complaint Details	Appeal Details			
Date the cause of complaint occurred: / Reason for the complaint: □ General Operations □ Assessment □ ESOS related complaint Have you complained about the issue before? □ yes □ No If yes, please give the date, the complaint was lodged. /	Date to which this appeal refers to:// <b>Reason for the appeal:</b> <ul> <li>Assessment outcome</li> <li>Any outcome of any application for request</li> <li>ITR (Non-payment)</li> <li>ITR (Poor course progress)</li> <li>Any disciplinary action taken against you. other (please specify below)</li> </ul>			
Complaint/Appeal Summary (Please give detailed explanation of complaint/appeal and attach any supporting evidence)				



## 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:

Office Use Only		
Complaint/Appeal Receiving Staff member:		
Date:		
Name of members in panel for resolving the issue		
Actions proposed:		



Implementation of Proposed action by:	<ul> <li>Continuous improvement Request.</li> <li>Counselling by the relevant persons.</li> <li>Change of any service or member.</li> <li>External Counselling agency</li> <li>Other (Please specify)</li> </ul>	
Method to communicate the outcome with the complainant/appellant and date	<ul> <li>If Appeal was successful - then 'Appeal successful' email is sent.</li> <li>If Appeal was unsuccessful - then 'Appeal unsuccessful' email is sent.</li> <li>Appeal entry recorded on register</li> </ul>	
	Staff: Date:	
Response of complainant/appellant	<ul> <li>Agrees and accepts the decision done by panel (The student signs the acceptance, and the record is placed in student's admin file)</li> </ul>	
	<ul> <li>Disagrees and unhappy (Student Support Officer will contact student to help student to access services of Overseas Student Ombudsman)</li> </ul>	
Outcome	Successful     Unsuccessful	
	Reason/s for the Outcome:	
	PARAGON POLYTECHNIC representative:	
	Signature:	
	Date:	



Declaration by complainant/Appellant			
(Please tick before you sign):			
<ul> <li>I acknowledge that I have been communicated the outcome of the complaint/appeal lodged by me.</li> <li>I agree to the decision made by the panel and happy to accept it.</li> <li>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.</li> </ul>			
Signature:	Date:		
Print Name:			
Signature of PARAGON POLYTECHNIC representative:	Date:		
Print Name:			