

## Complaints and Appeals Form

This form must be used if you wish to lodge a formal complaint.

You may attach supporting evidence to this form.

This form will not be deemed to be lodged until this form and all supporting documents have been received.

For further information on the process and timelines please refer to the Complaints and Appeals Policy which is published on the RTO website.

Your Details	
First Name:	Surname:
Home Telephone:	Mobile:
Email:	
Course of Study: <i>(if applicable)</i>	
Location of Training:	
Please indicate which of the following applies to you?  <div style="display: flex; justify-content: space-between;"> <div> <input type="checkbox"/> Prospective student             </div> <div> <input type="checkbox"/> Current student             </div> <div> <input type="checkbox"/> Past student             </div> <div> <input type="checkbox"/> Workplace or Employer             </div> <div> <input type="checkbox"/> Visitor             </div> </div> <input type="checkbox"/> Other <i>(please describe)</i>	
Complaints	
Are you lodging a complaint? <span style="float: right;"><input type="checkbox"/> Yes <input type="checkbox"/> No</span>	
If you answered yes to the previous question, who is your complaint about?	<input type="checkbox"/> NCC Trainer/Assessor <input type="checkbox"/> NCC staff member <input type="checkbox"/> Third party <input type="checkbox"/> Student <input type="checkbox"/> Other <i>(please describe)</i>
Appeals	
Are you lodging an assessment appeal? <span style="float: right;"><input type="checkbox"/> Yes <input type="checkbox"/> No</span>	
If you answered yes to the previous question, what is your appeal in relation to?	<input type="checkbox"/> Assessment timing <input type="checkbox"/> Assessment theory <input type="checkbox"/> Assessment practical <input type="checkbox"/> Assessment Result <input type="checkbox"/> Other <i>(please describe)</i>

### Complaint and/or Appeal Details

Please outline the reasons for your complaint or appeal in as much detail as possible.

Your statement should include the following information:

- The nature of your complaint (General Complaint/Assessment Complaint/Appeal)
- Name and title of people involved
- Dates and times of events
- The name of people or organisation you have approached in relation to your complaint/appeal
- The effect the complaint/appeal has had on you
- Copies of any documents relating to your complaint/appeal (e.g completed assessments, witness statements)

**Please write your Statement here**

Have you attached additional pages and supporting information?

☐ Yes

☐ No

Please make any suggestions you have to resolve this issue.

Are there particular staff members of Nepean Community College who may need to be involved in the investigation of this complaint or appeal and in what way?

For assessment appeals, please advise which unit and/or task is this appeal in relation to?

## Complainant Declaration and Signature

Have you?

- ★ Identified the type of complaint or appeal: ☐ Yes ☐ No
- ★ Attached relevant supporting documentation: ☐ Yes ☐ No
- ★ ***If you have answered NO for any of the above, please note that your application will not be assessed until the appropriate documentation is provided.***

**Declaration** I have read the Complaints and Appeals Policy and Procedure. I declare that the information provided by me is true and complete. I acknowledge that the provision of incorrect information or the withholding of relevant information relating to my application may delay the processing of my application. I declare that the information provided and submitted by me on this form along with any supporting documents is accurate in all respects.

Your Name:

Signature:

Date:

## Mailing Address

c/o Principal, Nepean Community College  
Shop 115B, Westfields, Penrith, NSW, 2750  
Or  
**wjones@ncc.nsw.edu.au**

## RTO Use Only Below

Date Received:

Received By:

Acknowledgement Sent (Mail/Email):

Compliant/Appeal Updated in Register

☐ Yes ☐ No

Course of Action Taken (By Principal– *Please attach information if required.*