

## Student Complaints and Appeals Form

This form is intended to help you define the problem and tell us what you have already done to try and resolve it. It will also guide you in the information needed to support your complaint.

In completing this form, you should refer to The RTO Student Complaints and Appeals Policy, available at [www.westernsydney.edu.au/rto](http://www.westernsydney.edu.au/rto)

Please note:

- We will accept anonymous submissions; however, our ability to investigate and respond may be limited.
- If you are under 18 years of age and this complaint refers to legal issues, we will include your guardian.

### PART A - STUDENT DETAILS

<b>Family Name:</b>			
<b>Given Name(s):</b>			
<b>Date of Birth:</b>		<b>USI Number:</b>	
<b>Phone Number:</b>		<b>Email:</b>	

### PART B – COMPLAINT CATEGORY

<input type="checkbox"/>	Operations ( <i>enrolment, fees, certificates etc.</i> )	<input type="checkbox"/>	Staff or student behaviour
<input type="checkbox"/>	Assessment outcome	<input type="checkbox"/>	Security or facilities
<input type="checkbox"/>	Other – <i>please explain:</i>		

### PART C – COMPLAINT OR APPEAL DETAILS

#### Details of your complaint or appeal

*Set out the details of your complaint or appeal, including background information, dates, times, names, location etc. Try to keep to listing the facts in the order that they happened.*

- *Insert response here.*

#### What steps have you already taken?

*List any steps you have already taken, including any communication that has taken place. Please explain why you have not tried to resolve the matter informally, if applicable.*

- *Insert response here.*

#### What evidence do you have to support your complaint?

*List and attach any evidence you have to support your complaint and attach relevant correspondence, emails or documents. Supporting evidence should be forwarded by email with this completed form.*

- *Insert response here.*

#### Briefly state what outcome you are seeking

*Please note that the results of our investigations will align with The College RTO's policies and procedures and statutory obligations. The outcome you are seeking cannot be guaranteed.*

- *Insert response here.*

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### PART C – PRIVACY NOTICE AND STUDENT DECLARATION

#### Privacy Notice

In providing my personal information to The College RTO, I understand that, other than as authorised by law, The College RTO will only use this information for the purposes for which it is being collected in accordance with The College RTO's functions and activities associated with my enrolment. I also understand that all information will be collected, stored, accessed and disseminated or destroyed in accordance with privacy, records management and other relevant laws, and The College RTO's policies. In some instances, The College RTO may need to disclose information to any Government department which administers or has authority regarding education or immigration policy and law and any other Government agencies (State, Territory or Federal) or to third parties to recover unpaid College RTO fees or other debts owed to The College RTO; I consent to such disclosure.

#### Student Declaration

I hereby declare:

- I have read the information about making a complaint at [www.westernsydney.edu.au/rto](http://www.westernsydney.edu.au/rto).
- I consent to my complaint being forwarded to any area that may be necessary for the management of my complaint.
- The information I have provided in this document is a true reflection of my experience and is not made for frivolous or vexatious purposes.
- I understand that complaints found to be intentionally misleading or made for the purpose of causing harm may result in misconduct proceedings.
- Where my complaint is about somebody else's behaviour, the details of your complaint (including your identity) may be shared with the person you are complaining about, as well as any potential witnesses. This is so that they have the opportunity to respond and present their account.
- I will conduct myself appropriately, showing courtesy and respect when dealing with staff.
- I have read and agree to abide by the relevant Western Sydney University The College RTO policies.
- Your signature below constitutes that the information provided to the best of your knowledge is true and correct, that you consent to the collection, use and disclosure of your personal information in accordance with the Privacy Notice above, and that you understand the items listed in the student declaration.

**Student Name:**

**Student Signature:**

**Date:**

Submit this completed form with any supporting documents to: [rto@westernsydney.edu.au](mailto:rto@westernsydney.edu.au)