

General Instructions:

- This form is to be used by the current students or current staff who wants to lodge a complaint or appeal of given decision.
- For the procedure of this application, please refer to the Complaints and Appeals Policy.
- The process begins within 10 working days of the formal lodgement of complaint and appeal form.

Information for Student:

- Read and complete the Form in BLOCK letters using a black or blue pen.
- Before lodging a complaint, you are requested to carefully read Complaints and Appeals Policy.
- If you are lodging an appeal, this form must be filled and submit within 20 working days from the decision against which you are lodging appeal.
- You are supposed to attach any supporting documentation relevant to your application.
- Student must submit the form to student support officer in person or by email; studentservices@ahsi.edu.au

Please tick (✓) the relevant information

Your Personal Details	Application Details
First Name:	Please select your reason for application:
Last Name:	<input type="checkbox"/> Complaint <input type="checkbox"/> Appeal
Student ID: (if AHSI student)	Reason for Complaint; please tick (✓)
Address:	<input type="checkbox"/> Trainer/Staff Member <input type="checkbox"/> AHSI Service(s)
Suburb/Town:	<input type="checkbox"/> Others
Post Code:	Reason for Appeal; please tick (✓)
Email Address:	<input type="checkbox"/> Assessment outcome <input type="checkbox"/> Attendance Records
Mobile:	<input type="checkbox"/> Notice of Intention to Report
Course Enrolled In:	<input type="checkbox"/> Others

Complaints/Appeal Summary

Detail description of complaint (include details of dates and person(s) involved)

Detail description of appeal (include details of dates, decision and person(s) involved)

<i>Expected Outcome</i>		
Do you have a support person who would like to assist you? Please provide details		
Name:	Relationship:	
Student Declaration		
I declare that the information provided in this application is true and I have read the Complaint and Appeal policy and procedure. I understand that I may be asked for the further information and may asked to attend the meeting to discuss my application.		
Signature:	Date:	
AHSI Office Use Only		
Received By:	Position:	Date:
Acknowledgement sent to student: <input type="checkbox"/>	Date sent:	<input type="checkbox"/> Email <input type="checkbox"/> In Person
Complaints/Appeal added to the next Meeting: <input type="checkbox"/>	Date:	Meeting Date:
Complaints/Appeal added to the Complaints/Appeal register: <input type="checkbox"/>		Date Entered:
Student invited to the Meeting: <input type="checkbox"/>		Date:
<i>Proposed actions identified in the initial meeting</i>		
Student notified of interim notification verbally: <input type="checkbox"/>		Date:
Student requested for Second Meeting. (The timeframe for the second meeting request is 5 working days of initial meeting)		<input type="checkbox"/> Yes <input type="checkbox"/> No
Student notified of the second meeting date: <input type="checkbox"/>		Meeting Date:
<i>Proposed actions identified in the initial meeting</i>		
Student notified of the outcome of the application: <input type="checkbox"/> Email <input type="checkbox"/> In Person		Date:
Complaint/Appeals Outcome added to the Complaints/Appeal register: <input type="checkbox"/>		Date Entered:
Does student accept the decision? (If student does not accept decision, he may access to External complaint avenues as listed on Complaints and Appeal policy)		<input type="checkbox"/> Yes <input type="checkbox"/> No
AHSI would not report the overseas student through PRISMS for unsatisfactory course progress or attendance until the overseas student has accessed the internal and external complaints handling and appeals process, and the decision or recommendation supports the registered provider.		
If student access the External Complaints Avenue, please attach the outcome of complaints.		