



COMPLAINTS AND APPEALS FORM

Personal Details:

Full Name

Position of complainant/appellant
(If The Complainant/Appellant Is Employed By Riverdale Institute)

Contact Number

Email Address

Address

If the complainant/appellant is student, please provide the following details:

Student ID

Course Name

Complaint/appeal details:

Complaint Details

Date the cause complaint

Occurred:

Reason for the complaint

- General Operations
- Assessment Outcome
- Other (please specify):

Appeal Details

Date to which this appeal refers

to:

Reason for the appeal

- Assessment Outcome
- Any outcome of any application for request
- Any disciplinary action taken against you
- Other (please specify)

Have you complained about the issues before?

- Yes
- No

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

Complaint/Appeal Summary

(Please give detailed explanation of complaint/appeal, the expected outcome and attach any supporting evidence)



COMPLAINTS AND APPEALS FORM

Complaint/Appeal Summary

(Please Give Detailed Explanation Of Complaint/Appeal, The Expected Outcome And Attach Any Supporting Evidence)

- 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 the relevant person/s required to resolve the issue.

Signature _____

Date

Office Use Only:

If the complainant/appellant is student, please provide the following details:

Receiving Staff Member

Date

Method of Lodgement Email Mail
 In person Phone

Name of members In panel for resolving the issue

Actions proposed by panel

Implementation of proposed actions by Continuous improvement request Counselling by the relevant person/s
 Change of any service or Member External counselling agency
 Referred to: _____ Other (please specify):

Outcome Successful Unsuccessful

Method to communicate the outcome with the complainant/appellant Email Mail
 In Person Phone

Response of complainant/appellant Agrees and accepts the panel's decision (The student signs the acceptance, and this form is placed in student's administration's file)
 Disagrees and wishes to take this further (Riverdale Institute will contact student and help student to access the services of an External Bodies or have the matter referred to an independent mediator)

Declaration of Complainant/Appellant

- 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: _____

Signature of Riverdale Institute's Representative _____

Date:

Date:

Name:

Name: