

Complaints and Appeals Form

This form must be completed when you need to make a formal complaint or appeal at CAC.

<p>Important information</p> <ul style="list-style-type: none"> Before lodging a formal complaint or grievance, you are requested to carefully read CAC Complaints and Appeals Policy and Procedure. Any request for a student's must be made in writing using this form. You are to attach any supporting documentation relevant to your application. Processing time is 20 working days from the date of receipt.

Indicate what your grievance is

- Complaint against initial notification of an issue that has occurred
- Appeal a complaint against a decision that has been made by the CAC or an assessment decision

Date of submission			
Name of complainant			
Student ID No			
Detail description of complaint <i>(Include an outline of your complaint with details of dates and people involved)</i>			
Detail description of appeal <i>(Include an outline of your appeal with details of dates, decisions and people involved)</i>			
Do you have a support person who would like to assist you? Please provide their details here.			
Name		Relationship	

Student Declaration

I declare the information provided in this application is accurate and I have read and understood the information regarding the Complaints and Appeals process of Central Australian College.

Student Name:		Student Signature:	
Date			

FOR OFFICE USE ONLY

Received by (Name):	
Position	
Signature	
Date	

Action Taken

Date and details of how the complainant was advised of the outcome

Actioned by (Name)	
Position	
Signature	
Date	

Details of any further action required: