

# COMPLAINTS AND APPEALS FORM

QUALITY AREA 2 – VET STUDENT  
SUPPORT

# COMPLAINTS AND APPEALS FORM

## PURPOSE

Upskill U Pty Ltd values feedback and is committed to continuously improving the quality of the training and support we offer. We encourage all students, staff and other related stakeholders to share their feedback, make appeals, and raise any complaints they may have regarding any practices or areas of Upskill U Pty Ltd.

This form should be used to provide formal feedback, make a complaint or appeal about any aspect of the services provided to you by the organisation, a staff member in particular, another learner or a third-party providing services on our behalf. You may also use this form to dispute an assessment decision ('Assessment Appeal').

Please include as much information as possible about your complaint or appeal as this will help us to resolve your complaint or appeal more efficiently.

For details on how Upskill U Pty Ltd responds to and investigates any matters relating to feedback, complaints and appeals please refer to our '**Feedback, Complaints and Appeals Policy**'.

PERSONAL DETAILS			
Family Name		Given Name:	
Email Address			
Address			
Course			

Please provide a personal statement detailing the matter relating to your complaint / appeal. Include name(s) of person(s), dates and times, where applicable. Attach evidence and/or separate sheet if additional space required.

Have you tried to resolve the matter informally?

YES       NO

Please provide a detailed explanation of any action(s) taken, including name(s) of person(s), date and times OR reason as to why no action taken to resolve matter informally. Attach evidence and/or separate sheet if additional space required.

What would you like the outcome of this complaint or appeal to be?

Please provide a personal statement detailing the matter relating to your complaint / appeal. Include name(s) of person(s), dates and times, where applicable. Attach evidence and/or separate sheet if additional space required.

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### DECLARATION

I declare that the information I have provided on this form is true and complete and that it is my responsibility to provide the necessary documentation to support my application.

SIGNATURE	DATE

### SUBMIT YOUR APPLICATION

IN PERSON TO:	
EMAIL TO:	