

Formal Complaint Form

This form is to be used by students who have a Formal Complaint and have been unable to resolve this through the informal complaint process as per the Student Complaints and Appeals Policy on the Institute of Skills and Training Australia website.

Please ensure you complete all requested information detailed in this form. If your contact details have changed, please complete the Change of Details form. This will enable staff at Institute of Skills and Training Australia to address your Complaint in a timely manner. Failure to provide the requested information may result in a delay in processing your Complaint.

Section 1: Personal Details

Student ID:

Title:

Given Name:

Family Name:

Course Title:

International: ☐

Domestic: ☐

Section 2: Type of Review

Formal Complaint: ☐

Non-Academic Complaint: ☐

Academic Complaint: ☐

The formal complaint is related to one of the following:

Assessment: ☐

Intention to Report/Cancel (academic non progression):
☐

Student Academic Progress: ☐

Quality of Course Delivery: ☐

Tuition Fees: ☐

Physical or verbal abuse: ☐

Student COE issues: ☐

Racial/Sexual discrimination and/or harassment: ☐

Operations/Administration: ☐

Intention to Report/Cancel (nonpayment of fees, non-commencement of cessation of studies)

Course Content: ☐

Other, please specify: ☐

Formal Complaint Form

Section 3: Details of Complaint

Please complete the details surrounding the complaint:

Date:

Location:

Please address each point individually, include the question when providing your answer and attach them to your application.

1. Summary of events/complaint
2. Actions that you would like taken by ISTA/ISTA Department

Section 4: Supporting Documentation

Please select the type of supporting documentation that you have attached to this application.

Copies of Emails: ☐

Witnesses – Copies of Letters: ☐

Statutory Declaration: ☐

Other, please specify: ☐

Formal Complaint Form

Section 5: Declaration

- ☐ I declare that to the best of my knowledge, the information I have supplied on this form is true and correct.
- ☐ I have read and understood the Student Complaints and Appeals Policy and other relevant Institute of Skills and Training Australia policies If applicable.
- ☐ I have attempted to resolve this complaint informally and have attached the informal discussion sheet to this application.

X

Student Signature

Date: