

## COMPLAINTS AND APPEALS REQUEST (FORMAL – Stage 2 and Stage 3)

STUDENT TO FILL OUT "PART A" TO "PART D"

OUTCOME/REPLY : will be emailed within 10 working days

### IMPORTANT – Before completing this form please decide what stage your Complaint/Appeal is at:

1. Have you discussed your concerns with an ECC staff member (lecturer, course coordinator or administration staff)?	<input type="checkbox"/> NO – STOP	You must discuss your concerns with a ECC staff member before completing this form	= Stage 1 (Informal Complaint/Appeal)
	<input type="checkbox"/> YES	Read point 2	
2. Is your Complaint/Appeal about a General issue ( <b>example</b> : appeal against exclusion from your studies at ECC or reporting to DIBP for poor progression or poor attendance, or appeal against rejected application, or complaint about level of customer service)?	<input type="checkbox"/> NO – STOP	Read point 3	
	<input type="checkbox"/> YES	Proceed and complete this form	= Stage 2 (Formal Complaint/Appeal)
3. Have you submitted a "Complaint/Appeal (Stage 2)" and was your application rejected?	<input type="checkbox"/> NO – STOP	Read point 4	
	<input type="checkbox"/> YES	Proceed and complete this form	= Stage 3 (Complaint/Appeal)
4. Is your Complaint/Appeal about an Academic issue (example: appeal against results or assessment)?	<input type="checkbox"/> NO – STOP	Please discuss your application with ECC Welcome Centre	
	<input type="checkbox"/> YES	Please complete form: "Appeal of Final Results"	

### PART A – PERSONAL DETAILS

Student ID		Date of Birth	
Family Name		First Name	
Mobile		Email	
Current course of study:	<input type="checkbox"/> English	<input type="checkbox"/> Pathway (Certificate IV/TAP/Diploma/PQP)	
Are you under 18 years old?	<input type="checkbox"/> No	<input type="checkbox"/> Yes	(If yes, please attach Letter of Support with Parent/Guardian signature)
Do you have a payment plan?	<input type="checkbox"/> No	<input type="checkbox"/> Yes	(Your payment plan will be terminated and any outstanding fees must be paid)
Do you have outstanding fees?	<input type="checkbox"/> No	<input type="checkbox"/> Yes	(If yes, any outstanding fees must be paid)

### PART B – INSTRUCTIONS

1. Download the Complaints and Appeals Policy <a href="http://www.edithcowancollege.edu.au/policies">www.edithcowancollege.edu.au/policies</a> 2. Read Complaints and Appeals Fact Sheet at the end of this form 3. The first step is to resolve the issue informally, before taking it to Stage 2 (Formal) or Stage 3 (Committee) for review. Please attach documentary evidence to support your request for a review of your complaint:	
<b>Stage 2 – Assessment by Independent Reviewer</b>	<b>Stage 3 – Assessment by Complaints and Appeals Committee</b>
<input type="checkbox"/> Evidence of informal complaint/appeal attached	<input type="checkbox"/> Attach email with outcome of "Complaint/Appeal (Stage 2)"
<input type="checkbox"/> Attach new information or evidence	<input type="checkbox"/> Attach new information or evidence

**PART C – WHAT IS YOUR COMPLAINT/APEAL ABOUT**

Please provide a brief description of event/incident. **FOR EXAMPLE - Being treated unfairly; affected by enrolment procedure; incorrect course information provided. Please include details such as date/s and the impact this situation has had on you.**

Event/Incident Date	Brief description of event/incident	Details

**PART D – STUDENT DECLARATION**

Yes  No  I have read the Complaints and Appeals Policy and Fact Sheet from the ECC website

Yes  No  I understand my obligations as outlined in the Complaints & Appeals Policy

Yes  No  I understand that there is a three-stage process before I can take the complaint to Stage Four (ie. the external agency can review the case to ensure the process and applicable laws were followed, but they do not review the decision).

I further declare that all the information provided in this form and documents attached are true and I take full responsibility for visa requirements and/or any other consequences as a result of my own decisions.

Student signature: .....

Date: ...../...../.....

**OFFICE USE ONLY**

**ECC REPRESENTATIVE DECLARATION**

I declare that all important information and conditions have been fully informed and discussed with the student. This form and attached documents have been checked carefully and certified by myself before being stamped, scanned and lodged.

**Special comments for consideration:**

SAS Team member signature:

Date:

PANEL – APPROVED  REJECTED

Appeal Stage	Position	Name	Signed	Date
Stage 2	Independent Reviewer			
Stage 3	Academic Director			

Message to student (outcome of application):

## COMPLAINTS AND APPEALS (stage 2) - CHECKLIST

<b>1. Who can apply for a Complaints and Appeals Request (Stage 2)?</b>	
➤ If you are under 18, you need to make an appointment to see the Student Counsellor and obtain support before lodging your application.	
<b>2. What do you need to prepare?</b>	
➤ <b>Evidence of your first, informal attempt at resolving your complaint/appeal</b> - email with ECC staff member (example: lecturer, course coordinator)	
➤ <b>Evidence of new information to support your Complaints and Appeals (stage 2) Application</b> - any evidence that is strong enough for ECC to consider your application	
<b>3. What you need to do?</b>	
➤ <b>You need to briefly describe what your complaint or appeal is about?</b> - use the table at the start of the form to determine what your complaint is about	
➤ <b>Provide details about the event/incident that has occurred that you are complaining or appealing about? (Part C)</b> - When did the event happen (date)? - What impact did the event have on you? - Provide as much information as possible ➤ - Name and contact details of witnesses (if any)	
<b>4. Conditions</b>	
➤ All “ <b>Student sections</b> ” must be <b>completed</b> and <b>signed</b> by yourself	
➤ All required documents must be provided or application will not be accepted	
➤ You must keep going to class, till you receive an email about outcome of your application	
➤ Read the back of the application form carefully, to see how your complaints and appeals application may affect you	
➤ You will receive an email with the decision of your application (approved or rejected), read it carefully and follow the instructions	
<b>5. How long will it take?</b>	
➤ Outcome of your application will be emailed to you within 10 working days from receipt of a complete application.	

## COMPLAINTS AND APPEALS (stage 3) CHECKLIST

<b>6. Who can apply for a Complaints and Appeals (Stage 3)?</b>	
➤ Anyone how has been unsuccessful with a Complaint and Appeal (Stage 2)	
➤ If you are under 18, you need to make an appointment to see the Student Counsellor and obtain approval before lodging your application.	
<b>7. What do you need to prepare?</b>	
➤ <b>Evidence of your Complaint and Appeals (stage 2) application</b> - email from ECC with the outcome of your stage 2 application	
➤ <b>Evidence of <u>NEW</u> information, to support your Complaints and Appeals (stage 3) Application</b> - any evidence that is strong enough for ECC to consider your application	
<b>8. What you need to do?</b>	
➤ <b>You need to briefly describe what your complaint or appeal is about? (Part C)</b> - Is it about results, unfair treatment, enrolment procedure, incorrect advise, etc	
<b>What event happened, that you are complaining about or appealing about? (Part D)</b>	
<ul style="list-style-type: none"> <li>- When did the event happen (date)?</li> <li>- What impact did the event have on you?</li> <li>- Provide as much information as possible</li> <li>- Details of any witnesses (if any)</li> </ul>	
<b>9. Conditions</b>	
➤ All <b>"Student sections"</b> must be <b>completed</b> and <b>signed</b> by yourself	
➤ All required documents must be provided or application will not be accepted	
➤ You must keep going to class, till you receive an email about outcome of your application	
➤ Read the back of the application form carefully, to see how your complaints and appeals application may affect you	
➤ You will receive an email with the decision of your application (approved or rejected), read it carefully and follow the instructions	
<b>10. How long will the application take?</b>	
➤ Outcome of your application will be emailed to you within 10 working days from receipt of a complete application.	

## **Further Information is available at:**

- DIBP Assessment Factors and Simplified Streamlined Visa Processing Framework (SSVF) – [www.border.gov.au](http://www.border.gov.au)
- ECC Complaints and Appeals Policy - <http://www.edithcowancollege.edu.au/policies>
- ECC Enrolment Policy - <http://www.edithcowancollege.edu.au/policies>
- ECC Refunds Policy - <http://www.edithcowancollege.edu.au/policies>
- Student Visa Factsheet: Changing Courses - <http://www.edithcowancollege.edu.au/documents-and-forms>
- Student Visa Factsheet: Course Variations - <http://www.edithcowancollege.edu.au/documents-and-forms>
- Student Visa Factsheet: Genuine Temporary Entrant (GTE) -  
<http://www.edithcowancollege.edu.au/documents-and-forms>
- Student Visa Factsheet: Transfer Provider - <http://www.edithcowancollege.edu.au/documents-and-forms>