COMPLAINTS & APPEALS FORM

Student Name: ________________________________________________________________

Date of birth _________________________

Course Details _________________________________________________________________

Did you receive a notice of intention to report from the college?  ☐ No  ☐ Yes  ➔ Please attach copy

Details of Grievance (list names of other parties involved if any)
____________________________________________________________________________
____________________________________________________________________________
____________________________________________________________________________
____________________________________________________________________________

SIA will in the first instance will always endeavour to resolve complaints/disputes informally. Students are encouraged to firstly talk to a member of staff as soon as a problem arises.

Have you discussed this with a member of staff?  If so give details
____________________________________________________________________________
____________________________________________________________________________
____________________________________________________________________________

PLEASE NOTE:
- Students and or SIA staff may be accompanied and assisted by a support person at any relevant meeting.
- Nothing in the Colleges Complaints/Disputes Resolution policy negates the rights of any overseas student to pursue other legal remedies.
If a student has any concerns about the conduct or actions of SIA they may contact the State Registering/Auditing Authority for CRICOS (in writing) being The Executive Director, Training and International Quality, Department of Education and Training (DET), Level 3, 30 Mary Street Brisbane or email TO.complaints@deta.qld.gov.au. The Director-General (or their delegate) of DET has the power to suspend or cancel SIA’s registration or a course if a breach of the requirements of registration provision is proven.

A complaint can be forwarded directly to Skills Institute Australia, Chief Executive Officer by email mailto:sia@skills.qld.edu.au

Complaints/appeals against academic decisions will be accepted up to fourteen (14) days from the date an assessment result was received.

**Student Declaration**

I have read and understand the **FULL** Complaints and Appeals Policy as provided to me prior to enrolment and again during enrolment/orientation.

Name/Signature: ____________________________ Date: ____________________

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**OFFICE USE ONLY**

Form received date: ____________________________ Received by: ____________________________

Action taken: ____________________________