





### **PLEASE NOTE:**

- Students and or SIA staff may be accompanied and assisted by a support person at any relevant meeting.
- This application form will be placed on your student file once the complaint has been processed with all evidence attached. If further stages are involved in this matter, this evidence will also be recorded on your student file.
- Each complainant or appellant is given the opportunity to formally represent his or her case as minimal or no cost to him or herself.
- The institute is not required to continue to offer learning opportunities throughout the complaints or appeals process. The institute can decide whether it will continue to offer learning opportunities throughout any appeals process. The institute may decide to exclude a student from attending classes but continue to provide work to complete outside of the classroom environment. The institute acknowledges that to deny students learning opportunities throughout the appeals process may disadvantage the student should the appeals process find in their favour.
- SIA will await the outcome of this process (and if, in favour of the provider) before reporting the student through PRISMS.
- Nothing in the Institutes Complaints/Disputes Resolution policy negates the rights of any overseas student to pursue other legal remedies.
- 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.

After exhausting the complaints and appeals process with SIA, 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 Australian Skills Quality Authority (ASQA), the Registration Authority for CRICOS RTOs. The Australian Skills Quality Authority (ASQA) has the power to suspend or cancel the provider's registration or a course if a breach of the requirements of registration provision is proved.

To lodge a complaint with ASQA visit <https://www.asqa.gov.au/complaints>

### **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:** \_\_\_\_\_



**OFFICE USE ONLY**

**Form received date:** \_\_\_\_\_ **Received by:** \_\_\_\_\_

**Action taken:**

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**Outcome of Complaint:**

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**Complaint Resolved:** YES  NO  **Date:** \_\_\_\_\_

**Complaint forwarded to external party:** YES  NO  **Date:** \_\_\_\_\_