



AWS

AUSTRALIAN WORKPLACE SKILLS INSTITUTE

AWS Institute Pty Ltd

T/A Australian Workplace Skills Institute

RTO No: 45701 **CRICOS No.:** 03924J **ABN No:** [12 637 817 353](https://abn.gov.au/abn/12637817353)

ACT Campus: Level 1, 66 Townshend Street, Phillip, ACT 2606

NSW Campus: Level 6, 140 Elizabeth Street, Sydney NSW 2000

Phone: 02 9182 0984 (NSW) / 02 6109 7671 (ACT)

Email: info@aws.edu.au **Website:** www.aws.edu.au

Complaints and Appeals Form

Student Details	
Complainant / Appellant Name	
Date of Complaint / Appeal	
Email	
Phone / Mobile Number	
Type of Complaint / Appeal	<p>Complaint against: <i>(tick applicable one/s)</i></p> <p> <input type="checkbox"/> The College <input type="checkbox"/> Trainer and Assessor <input type="checkbox"/> Other staff <input type="checkbox"/> Third-party <input type="checkbox"/> Another student <input type="checkbox"/> Work placement organisation <input type="checkbox"/> Others <i>(please specify)</i> </p> <p>Appeals against: <i>(tick applicable one/s)</i></p> <p> <input type="checkbox"/> Assessment decision/s <input type="checkbox"/> Enrolment decision/s <input type="checkbox"/> Complaints outcome decision/s <input type="checkbox"/> Others <i>(please specify)</i> </p>
Have you discussed and resolved the issue with the staff member/s involved informally?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Details of Complaint / Appeal <i>(please describe your complaint or appeal and add more space if required)</i>	



AWS

AUSTRALIAN WORKPLACE
SKILLS INSTITUTE

AWS Institute Pty Ltd

T/A Australian Workplace Skills Institute

RTO No: 45701 **CRICOS No.:** 03924J **ABN No:** [12 637 817 353](https://abn.gov.au/12637817353)

ACT Campus: Level 1, 66 Townshend Street, Phillip, ACT 2606

NSW Campus: Level 6, 140 Elizabeth Street, Sydney NSW 2000

Phone: 02 9182 0984 (NSW) / 02 6109 7671 (ACT)

Email: info@aws.edu.au **Website:** www.aws.edu.au

--	--

Note: submit your completed Complaints and Appeals Form to info@aws.edu.au

Office Use Only

Complaint / Appeal acknowledged within 3 calendar days using Complaints and Appeals Acknowledgement Letter	<input type="checkbox"/> Yes <input type="checkbox"/> No
Complaint / Appeal is assessed within 10 days of the receipt	<input type="checkbox"/> Yes <input type="checkbox"/> No
All parties involved are given the opportunity to be heard	<input type="checkbox"/> Yes <input type="checkbox"/> No
Complaints/Appeals are discussed in the Q&C Meeting	<input type="checkbox"/> Yes <input type="checkbox"/> No
Finalise the complaint/appeal within twenty (20) working days?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Do you need more than 60 calendar days to process and finalise the decision?	<input type="checkbox"/> Yes <input type="checkbox"/> No If Yes , have you: <ul style="list-style-type: none"> • Informed the complaint / appellant in writing using Complaints and Appeals Email Template, outlining why such timeframe is required? <input type="checkbox"/> Yes <input type="checkbox"/> No • Kept the complainant / appellant updated every two weeks on the progress of the matter? <input type="checkbox"/> Yes <input type="checkbox"/> No



AWS

AUSTRALIAN WORKPLACE
SKILLS INSTITUTE

AWS Institute Pty Ltd

T/A Australian Workplace Skills Institute

RTO No: 45701 **CRICOS No.:** 03924J **ABN No:** [12 637 817 353](https://abn.gov.au/abn/12637817353)

ACT Campus: Level 1, 66 Townshend Street, Phillip, ACT 2606

NSW Campus: Level 6, 140 Elizabeth Street, Sydney NSW 2000

Phone: 02 9182 0984 (NSW) / 02 6109 7671 (ACT)

Email: info@aws.edu.au **Website:** www.aws.edu.au

<p>Record outcome of the meeting here (<i>add more space if required</i>)</p>	
<p>Notify the outcome to the complainant/appellant within 5 business days of the decision being made using Complaints and Appeals Outcome Email Template?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>Enter the outcome into a Continuous Improvement Register</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>Action any corrective actions?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>Secure all written records including the complete form, outcomes and detailed reasoning in the Student Management System?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>