



COMPLAINT FORM

ASSESSMENT APPEAL FORM

Our College recognises the rights of course participants as step out on the website and the Participant Information guide. Please read these then proceed as below.

1. Complaint

If you have a matter that has not been resolved by talking with your trainer, the administration or support staff, then you can take this further by submitting a written complaint to the management.

I would like to lodge the following complaint and request that management provide me with a verbal/written response of my complaint.
(Attach if more space required)

2. Assessment Appeal

You have the right to appeal an assessment decision. Again the matter should first be resolved by talking with the trainer who marked your work and gave the feedback. Then you should talk to the Training Director who may decide to get a second person to assess your work. If you are still not satisfied, you can take this further by submitting a written assessment appeal request.

I would like to appeal against the results issued for -

Course :

Module :

Assessment task :

Trainer/ assessors who marked my work :

Grounds for the appeal and circumstances that I request be taking into considerations in the appeal :

Name: _____

Course enrolled _____

Date of complaint/appeal _____

Signed _____