



Notice of Complaint Form - NG1

General Information

Part 1—To be retained by student

Please use this form if you would like to lodge a **complaint** about a decision AICT has made, including but not limited to:

- Academic matters such as review of the assessment decisions
- Review of any other decisions
- Disciplinary actions i.e. misbehaviour
- Course fees
- Notifications of Intention to cancel your enrolment at AICT or report you to DIBP/DES,
- Other decisions directly or indirectly affecting you and
- Other non-academic matters

All **complaints/appeals** will be discussed with the Student Support Officer, the CEO and any other relevant persons such as your Trainer may be invited to the meeting. The Student Support Officer may invite you to a hearing or for further information. Meetings will be confidential and no data will be released to any third party, except where requested by an Australian Government authority. You will be contacted within 5 days of the date your **complaint/appeal** is lodged.

Details of your **complaint/appeal** are recorded and stored in your student file and AICT’s student database. These records will be retained for five years during which you can request access to these records.

Your enrolment will be maintained throughout the *complaint/appeal* process and you are encouraged to continue to attend your classes.

Throughout the **complaint/appeal** process you will be able to:

- Bring a friend or family member to all meetings
- Ask for a translator

If you are still not satisfied with the advice and outcome then you have the right to lodge an appeal to independent third party. The appropriate party is **independent of AICT**, the party is:

Contact details for the third party organisation- Resolution Institute (Combining LEADR and IAMA):

Level 1, 13-15 Bridge Street, Sydney, NSW 2000 Australia

Free call: 1800 651 650

Website: <https://www.resolution.institute/>

Email: infoaus@resolution.institute

As AICT is Resolution Institute member students are entitled to access the Student Mediation Scheme, fees may apply.

Alternatively, the Overseas Students Ombudsman can be used by international students. For the information relating to the Overseas Students Ombudsman services, please visit www.oso.gov.au or phone **1300362072**. You can access Overseas Students Ombudsman services **FREE of cost**.


An information booklet is available at Reception. For more information, please refer to **International Student Handbook**.

Once a decision has been reached, you will be informed about the outcome of your **appeal**.

Please complete and sign the attached *Formal Complaint Form* and submit it to AICT via mail, in person or by email to studentservices@aict.wa.edu.au to commence the process.


If you have any further questions relating to the **complaint & appeal process**, please refer to **Complaints & Appeals Policy and Procedures** or contact our Student Support Officer.

Note: If the internal or any external complaint handling or appeal process results in a decision that supports the student AICT must immediately implement any decision and/or corrective and preventative action required and advise the student of the outcome.

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Complaint Lodgement Receipt

 AUSTRALIAN INSTITUTE OF COMMERCE + TECHNOLOGY	Formal Complaint Form Receipt		Receipt Stamp
	Student Name		



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Student Details

Part 2 –Submitted to AICT

Serial Number:

Student to complete the following information:

Student Number	Name		
Address		Contact number	
		Email Address	
Course			
Study	Shift		Other:
Domestic <input type="checkbox"/>	Day Class: <input type="checkbox"/>	Mon/Tue <input type="checkbox"/> Wed/Thu <input type="checkbox"/>	
International <input type="checkbox"/>	Evening Class: <input type="checkbox"/>		



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Student to complete the following information:

Description of the complaint

Please provide a description of what the complaint is about, how it arose, and what steps you have taken to resolve the complaint, including dates.

Supporting Evidence

Please outline the evidence you have in support of the complaint (attach additional documentation as necessary)

Desired Outcomes

Please briefly describe what outcome you would like in order to resolve the complaint

Student Signature

Date of the complaint lodgement



Review by faculty designate (AICT OFFICE USE ONLY)

Comments

Steps taken to investigate the complaint and your findings

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Recommended Outcome

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Signature

Faculty

Date

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