

COMPLAINTS AND APPEAL FORM

ABOUT THIS FORM

This form is to be utilised for filing complaints and grievances or appealing in contradiction of an Academic or Non-Academic decision made by Ashford College.

The ESOS National Code 2018 Standard 10 and the Standards for RTOs 2025 - Outcome Standard 2.7 require an RTO to have an internal system in place to record, acknowledge and deal with complaints and appeals by potential and enrolled students, employees of the RTO and third parties related to RTO.

Please note that by filling this form you will be lodging a formal complaint or appeal. You can report issues related to harassment, discrimination, unfair treatment regarding conditions of training situations by the trainers, assessors, other staff, assessment outcome and/or work situations, a third-party providing services on behalf of Australian Global Institute of Technology, and learners of Australian Global Institute of Technology.

Your complaint or appeal will be acknowledged in writing within 7 days and finalised as soon as practicable but not more than 60 calendar days.

Please refer to Complaint and Appeal policy and procedure available on our website www.ashford.edu.au and in your student handbook.

STUDENT DETAILS

Student Full Name	
Student ID	
Email	
Phone	
Enrolment Status	<input type="checkbox"/> Potential <input type="checkbox"/> Currently Enrolled
Course if currently enrolled	

NATURE OF COMPLAINT / GRIEVANCE / APPEALS

Type of Complaint / Grievance / Appeal Academic Non-Academic

of people involved. _____

Attach any relevant information or document to support your complaint or grievance. _____

You can use extra sheet if require. _____

STUDENT DECLARATION

I declare that the documents and information I have provided in this form is true and correct. I understand that this complaint or appeal will be dealt with according to Australian Global Institute of Technology Complaint and Appeal Policy and Procedure.

I understand that records relating to this complaint or appeal will be retained securely for a minimum of five (5) years, in line with Standards for RTOs 2025.

Student Signature		Date	
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ADMIN USE ONLY

Admin Officer Name	
Date of Receipt	
Complaint Forwarded to Complaints and Appeal Committee	<input type="checkbox"/> Yes <input type="checkbox"/> No

Complaints and Appeal Committee Only

Type of action taken	<input type="checkbox"/> Meeting <input type="checkbox"/> Investigation <input type="checkbox"/> Interviews <input type="checkbox"/> Formal Hearing		
Please describe your complaint/appeal clearly. Attach any relevant documents. If additional space is required, attach a separate sheet.			
Do outcome of decision require external referral	<input type="checkbox"/> Yes <input type="checkbox"/> No	Date of referral	

Recorded the decision	<input type="checkbox"/> Yes <input type="checkbox"/> No	Date of Decision	
Informed the student about the decision	<input type="checkbox"/> Yes <input type="checkbox"/> No	Date of Email	
Name (s) of Authorised Member of C&A Committee		Signature of the Authorised C&A Committee Member	

Note: Please send the completed form at complaintsandappeal@ashford.edu.au

PRIVACY NOTICE

The information you provide on this form is collected and held by Australian Global Institute of Technology for administrative purposes and activities associated with your enrolment. Australian Global Institute of Technology will not disclose your personal information without your consent and without due cause, except as required by law, Government regulations or for the normal operational activities of the College.