



## Student Complaints Form

To be filled out by the student and submitted via email ([support@skilledup.edu.au](mailto:support@skilledup.edu.au)) or in person at Level 2, 601 Bourke St Melbourne VIC 3000

<b>Student Name:</b>	<b>Student ID:</b>
<b>Address:</b>	
<b>Phone no:</b>	<b>Date:</b>
<b>Current Course:</b>	<b>Email:</b>
<b>Tick the box related to your Complaint:</b> <input type="checkbox"/> Academic Misconduct <input type="checkbox"/> Assessment <input type="checkbox"/> Teaching and Learning <input type="checkbox"/> Other Academic <input type="checkbox"/> Other (Please specify) _____ <input type="checkbox"/> Resources and Facilities <input type="checkbox"/> Course withdrawal <input type="checkbox"/> Release letter <input type="checkbox"/> Other non – academic (Please Specify) _____	
<b>Describe the nature of the complaint. Attach any relevant evidence:</b>	
<b>Describe any efforts made to resolve the issue:</b>	
<b>Student Signature:</b>	<b>Date:</b>

**Note: Before completing this form, please read the information on the Complaints and Appeal Policy and Procedures on the Skilled Up website at: <http://skilledup.edu.au/policy/>.**

**Office Use Only**

<b>Detailed Action Taken:</b> ..... ..... ..... ..... ..... ..... ..... ..... ..... ..... ..... ..... ..... ..... ..... .....		
<b>Response/Outcome sent to student:</b> <input type="checkbox"/> Yes <input type="checkbox"/> No		<b>Date:</b>
<b>Complaint handle by:</b>		<b>Note: Please send completed form and outcome letter sent to student and also any other supporting evidence to the support@skilledup.edu.au within 2 working days of resolution.</b>
<b>Complaint handler Signature:</b>		<b>Dated:</b>
<b>Date received by CEO</b> _____		<b>Record management:</b> <input type="checkbox"/> Complaints/Appeals forms and evidence documents recorded. <input type="checkbox"/> Outcome/resolution letter stored <input type="checkbox"/> Complaints and Appeals Register updated. <input type="checkbox"/> Enter data in Continuous Improvement Log (if applicable)
<b>Signature of CEO:</b>		<b>Data uploaded &amp; filing Date:</b>