

COMPLAINT APPEAL FORM

RTO No: 45065
P: (02) 9310-4077
A: Shop 30a, 23 Norton Street, Leichhardt NSW 2040



If you wish to appeal a decision MindChamps Academy has made regarding a complaint you have made about any of MindChamps Academy's products or services, you need to do so in writing and use this form as a cover page. Before completing the form please read the information on the back.

OFFICE USE ONLY

Case #

STUDENT'S DETAILS

Name		Student Number	
Address		Phone	
		Mobile	
		Email	

Complaint case number		Date advised of decision	
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Briefly list the reasons you are appealing the decision MindChamps Academy made regarding your complaint

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Number and list all supporting documents attached to this form

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List the names and contact details of people or organisations you think are suitable to consider your appeal

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Student's Signature		Date	
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Instructions for submitting an appeal

1. Use this form as a cover page if you wish to make a formal appeal against the complaint decision.
2. If you want to appeal against an assessment decision, please use the Assessment Appeal Form.
3. You need to attach your written statement of appeal to this form. That statement needs to explain as briefly as possible the grounds on which you are appealing MindChamps Academy's decision. Try and briefly include a statement of facts (in chronological order if possible) and points at issue.
4. Attach any supporting documents and relevant information.
5. To help ensure your appeal is handled fairly and efficiently, please show a genuine willingness to resolve the matter.
6. Your appeal will be given a case number. Please quote this number in all subsequent correspondence.
7. The form and supporting documents should be delivered to MindChamps Academy's reception.

Information about how to lodge a appeal against the complaint decision is included in your Learner's Handbook. If you appeal a decision made by MindChamps Academy:

- MindChamps Academy will discuss with you the selection of a mutually agreed independent mediator / agency to hear your appeal.
- You will be given the opportunity to present your case in person and in writing.
- MindChamps Academy will ensure all matters arising from any meetings and discussions with you are documented and recorded with confidentiality.
- The mutually agreed independent mediator / agency will provide you with a written statement of the outcome of your appeal and explain the reasons for any decision made.
- You will not be required to meet any costs associated with the appeal provided you follow Mindchamps Academy's procedures.
- You will not be subject to discrimination or victimisation as a result of making appealing against the complaint decision.
- Your enrolment will be maintained throughout the process.

MindChamps Academy aims to ensure that all complaints and appeals made against decisions MindChamps Academy makes about complaints are:

- treated seriously and fairly
- dealt with quickly, and as simply as possible
- dealt with by a mutually agreed independent mediator or relevant agency
- subject to the principles of natural justice
- dealt with without prejudice to your right to pursue other remedies, having exhausted our internal procedure

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OFFICE USE ONLY – Received and entered in register			
Received by (Print name)		Date	
Signature		Position	
Referred to Director of Studies on		Date	
Discussed at meeting on		Date	

Appeal acknowledged (within 7 working days)	<input type="checkbox"/> Letter <input type="checkbox"/> Email	Sign	Date	
Name and contact details of independent mediator agreed with student				
Signed by MindChamps Academy representative and (if relevant) student			Date	
MindChamps Academy representative		Student		

Independent mediator contacted	<input type="checkbox"/> Letter <input type="checkbox"/> Email	Sign	Date	
Date of Appeal Hearing				
Location of Appeal Hearing				
Outcome of Appeal	<input type="checkbox"/> Upheld <input type="checkbox"/> Rejected			

Critical incident Form completed or N/A	Name	Signature	Date	
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Filed on student's file by	Name	Signature	Date	
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