

Number:	ES0004
Version:	2017 V1
Date of Issue:	JUN 2017
Student Category:	ALL

Complaint Form

(This form should be completed and lodged with reception. The student's on-going enrolment will be maintained during the complaint and appeal process. Should the student not be satisfied with the result or conduct of this process ACOT will assist the student to access an external appeals process at minimal or no cost to the student.)

Family name	<input style="width: 100%;" type="text"/>		
Given name(s)	<input style="width: 100%;" type="text"/>		
Student id #	<input style="width: 100%;" type="text"/>	Unique Student Identifier (USI)	<input style="width: 100%;" type="text"/>
Address	<input style="width: 100%;" type="text"/>		
	<input style="width: 100%;" type="text"/>		
Phone number Landline	<input style="width: 100%;" type="text"/>	Mobile number	<input style="width: 100%;" type="text"/>
E-mail address	<input style="width: 100%;" type="text"/>		

Please provide an accurate statement of the matter you wish to have resolved, and the steps you have already taken to try and have the matter resolved. Attach extra pages as necessary.

Please describe your complaint:

Please indicate the date when the cause of your grievance occurred:

What have you done to try and resolve the complaint?



AUSTRALIAN COLLEGE OF TRADE

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Do you have a suggested remedy for the problem?

Student's Signature:

Date:

Please attach any documents, if applicable

Office Use Only - (Do not complete below this point)

Determined Resolution

Date of Determined Resolution:

Independent Dispute Resolution (Mediation Services) - Details if applicable:

Date of Mediation Services Determination:

Signature Receiving Officer:

Date:

Listed in Complaint Register as complaint no:

Complaint referred to: