

Complaints and Appeals Form

This form must be completed when you need to make a formal complaint or appeal at CAC.

Important information

- Before lodging a formal complaint or grievance, you are requested to carefully read CAC Complaints and Appeals Policy and Procedure.
- Any request for a student's must be made in writing using this form.
- You are to attach any supporting documentation relevant to your application.
- Processing time is 20 working days from the date of receipt.

Indicate what your grievance is

- Complaint against initial notification of an issue that has occurred
- Appeal a complaint against a decision that has been made by the CAC or an assessment decision

Date of submission			
Name of complainant			
Student ID No			
Detail description of complaint <i>(Include an outline of your complaint with details of dates and people involved)</i>			
Detail description of appeal <i>(Include an outline of your appeal with details of dates, decisions and people involved)</i>			
Do you have a support person who would like to assist you? Please provide their details here.			
Name		Relationship	

Student Declaration

I declare the information provided in this application is accurate and I have read and understood the information regarding the Complaints and Appeals process of Central Australian College.

Student Name:		Student Signature:	
Date			

FOR OFFICE USE ONLY

Received by (Name):	
Position	
Signature	
Date	

Action Taken

Date and details of how the complainant was advised of the outcome

Actioned by (Name)	
Position	
Signature	
Date	

Details of any further action required: