

STUDENT COMPLAINTS AND APPEALS FORM

If you're looking for help with an urgent issue you may speak to the dedicated Student Support Officer. This service is free and confidential.

Please send this completed form and any attachments relevant to your complaint to the Student Support Officer. You can also contact the Student Support Officer if you need assistance in completing this form:

Email: studentcomplaints@kenvale.edu.au

Post: Student Support

Kenvale College
38 High St Randwick
NSW 2031 Australia
P: 61 2 9314 6213

Website: <http://kenvale.edu.au/students/complaints-and-appeals/>

The Student Support Officer will read your form and write back to you within the next 5 working days from receipt of the form to advise you of the next step based on the information you have provided.

Possible steps we may take include:

- The information you have provided may be sent directly to staff who might be able to resolve the matter you have raised informally;
- The information you have provided may be referred to a senior staff member for an investigation of the matter;
- You may be asked to contact a staff member directly yourself;
- You may be asked to seek assistance from the Student Support Officer to try to resolve the matter;
- You may be advised that the matter falls outside the scope of the [Complaints and Appeals Policy \(Students\)](#), or that it falls under a different process within the College;
- You may be asked for more information.

We would like you to understand as much about the process as possible, so we encourage you to log into our website.

****Please complete all fields.**

A. PERSONAL DETAILS

Student ID:	Title:
Surname:	Given Name:
Email:	Phone:
Address:	
Student Type: <input type="checkbox"/> Domestic <input type="checkbox"/> International <input type="checkbox"/> Offshore	

B. COURSE DETAILS

Course Code:	Course Name:
Intake:	

C. TYPE OF APPLICATION

Is this Application (please tick one): <input type="checkbox"/> A complaint OR <input type="checkbox"/> An Appeal ¹

¹ **Note: APPEALS:** A student has **20 business days** from the date of the notification of Kenvale's decision to lodge an Appeal Application.

D. COMPLAINT/APPEAL DETAILS (if not sufficient space, please attach separate document)

This is my complaint/appeal:

This is the action I took to resolve my complaint/appeal before logging this form:

(In this section, please provide a list of actions taken to initially resolve your complaint. List each action separately and be sure to include the following:

1. The date you took the actions;
2. A description of the action taken.

- Please note: If you do not remember the exact date, an approximate date is acceptable.
- It is important that you document all the relevant steps that you have taken to resolve your complaint. The College will use this information to take discretionary action if it is decided that you need to take further steps prior to a Stage 2 investigation.

I am looking for the following resolution to my complaint/appeal:

If you have documents to support your complaint/appeal, please attach with the submission of this form and list the provided documents in the space below.

E. APPLICANT DECLARATION (please tick the statements below to confirm your declaration)

- I confirm that I have identified the Complaint/Appeal according to the best of my knowledge and attached any supporting documentation that I have relevant to this matter.
- I confirm that I have read the [Complaints and Appeals Policy \(Students\)](#).
- I declare that the information provided by me is true and complete and I acknowledge that the provision of incorrect information or the withholding of relevant information relating to my application may delay the processing of my application.
- I understand that Kenvale may amend my CoE details on PRSIMS as appropriate and that I need to contact the Department of Immigration and Border Protection (DIBP) to discuss my circumstances.
- I declare that I have read and understood the Student Fees as per my Offer Letter and the Student Refund Policy as it relates to this Application.
- I declare that by ticking the listed items above I have provided information on this form that is true and correct and the provision of incorrect information may result in the termination of my enrolment at Kenvale College.

Student's Signature:

Date: [Click here to enter a date.](#)

OFFICE USE ONLY:

Date Complaint/Appeal Form received:	Click here to enter a date.
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APPLICATION OUTCOME:

Brief description of Outcome: <input type="checkbox"/> Upheld <input type="checkbox"/> Declined	
Notice of decision sent to the Applicant (must be within 10 working days of decision)	Click here to enter a date.
Details of outcome updated on Complaints/Appeals Register: Entered by: _____ Position: _____ Signature: _____	Click here to enter a date.