## ST LAURENCE’S COLLEGE (RTO No. 30357)
### COMPLAINTS or APPEALS RECORD FORM
Please submit to the VET Manager

<table>
<thead>
<tr>
<th>Date raised</th>
<th>REASON(S)</th>
<th>TICK</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>AQF Standard</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Student Complaint</td>
<td></td>
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<tr>
<td></td>
<td>Staff Complaint</td>
<td></td>
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<tr>
<td></td>
<td>Student Appeal (eg. assessment decision)</td>
<td></td>
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<tr>
<td></td>
<td>Other (specify)</td>
<td></td>
</tr>
</tbody>
</table>

### Section 1

**Nature of Complaint/Appeal (please use specific detail eg. date):**

**Cause:**

Student's Signature: ___________________  Parent's Signature: ___________________

### Section 2

**Action to be taken:**

Accepted by: ___________________  Position: ___________________

Agreed (date): ___________________

Action required by: ___________________  Signed: ______________  VET Manager

### Section 3

Agreed action completed and effective

Signed: ___________________  Principal  Date

### Section 4 (if applicable)

**Final Decision of Independent Review:**

Independent party: ___________________  Position: ___________________

Date resolved: ___________________  Signed: ___________________  Independent Party

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Created by: Natalie Casey; amended by Michelle Smith
Due to reviewed: March 2016