



MIA COMPLAINTS APPEALS FORM

To be filled out by the Participant and submitted to the CEO in person, by post or email

PERSONAL DETAILS			
Student Name:	(As appeared on your student card or passport)		
Student ID:			
Course Enrolled:			
Course Duration:			
CONTACT DETAILS			
Address:			
Suburb:		State:	Postcode:
Mobile:			
E-mail:			
Type of Incident	☐ Complaints ☐ Appeals		
Please describe the matter that you want to raise as a complaint/ appeal: *Attach extra paper if needed			
Complaint Resolution- Please answer the Questions below then describe efforts made to resolve the issue around the complaint following our procedures:			
Have you discussed this with the person involved or the Student Support Officer or the trainer? ☐ Yes ☐ No			
Where that is not appropriate or not effective, the complaint can be discussed with the Compliance Manager or their Delegate. Have you done this? ☐ Yes ☐ No			
If you are filling in this form, does this mean you are not satisfied with the suggested resolution? ☐ Yes ☐ No			
Please explain:			
Student Signature:		Date:	



OFFICE USE ONLY (Please tick on boxes where applicable)

Comments:

Action:

Follow up

Continuous Improvement Request (CIR) Raised: ☐ Yes ☐ No

Date CIR

Raised:

CIR Raised by:

Note: Please attach completed form and any other supporting evidence and submit with CIR to the CEO within 24 hours.

Signed:

Date:

CIR Received by the CEO ☐ Yes ☐ No

Allocated CIR No.:

Our policy is to keep a Continuous Improvement Register of complaints and app (CIR)eals and report these to management meetings.

Signature of the CEO:

Date: