



Australian College of Culinary and Management
ACCM

Australian College of Culinary and Management (ACCM)

RTO -45886-CRICOS-04038J

Complaints and Appeals Form

Personal Details

Full Name:

Position of Complainant/Appellant:

Phone No:

Email:

Address:

If the complainant is student, please provide the following details

Student ID:

Course Name:

Complaint/Appeal Summary

(Please give detailed explanation of complaint/appeal and attach any supporting evidence)

Declaration

(Please tick before you sign)

All the information provided in this form is correct and accurate to the best of my knowledge.

I am happy to attend any meeting with relevant persons required to resolve the issue.

Name _____

Signature: _____

Date:

Complaints and Appeals Form

Office Use Only	
Complaint/Appeal Receiving staff member:	
Date:	
Method of lodgment	Email <input type="checkbox"/> in person <input type="checkbox"/>
Name of members in panel for resolving the issue	
Actions proposed by panel	
Implementation of Proposed action by:	<input type="checkbox"/> Continuous improvement Request. <input type="checkbox"/> Counselling by the relevant persons. <input type="checkbox"/> Change of any service or member. <input type="checkbox"/> External Counselling agency <input type="checkbox"/> Other (Please specify)
Outcome	<input type="checkbox"/> Successful <input type="checkbox"/> Unsuccessful
Response of complainant/appellant	<input type="checkbox"/> Agrees and accepts the decision done by panel (The student signs the acceptance, and the record is placed in student's admin file) <input type="checkbox"/> Disagrees and unhappy (Student Support Officer will contact student to help student to access services of Overseas Student Ombudsman)

Declaration by complainant/Appellant

(Please tick before you sign):

- I acknowledge that I have been communicated the outcome of the complaint/appeal lodged by me.
- I agree to the decision made by the panel and happy to accept it.
- I disagree to the decision made by the panel and would like to escalate it to an external body, and I have been advised of all the required information in this regard.
- I have visited- https://www.accm.vic.edu.au/files/ugd/6ba6c0_aff88633c96e4ee5ba4b50db14af77e1.pdf
- Email: accm.vic.au@gmail.com**

Signature: _____

Date: _____

Print Name: _____

Signature of ACCM Staff _____

Date: _____

Print Name: _____