

Record of Meeting (Complaint or Appeal)

(This form is to be completed by a staff member who has not previously been involved in the former complaint/appeal)

A—STUDENT DETAILS

Student name: Student ID:
 Training Department:

B—NATURE OF THE COMPLAINT / APPEAL

The student is making a: Complaint Appeal
 Nature of the complaint/appeal:
 General Facilities Trainers/ admin staff Other: _____
 Resources Assessment Release Letter—Go to Section D

C— RECOMMENDED REMEDIAL ACTION

Further investigative action Change of timetable
 Course extension Tuition fee special consideration
 Re-assessment / reasonable adjustment Disciplinary action
 Alternative trainer/ assessor Other: _____

D—APPEALS REGARDING LETTER OF RELEASE

(This section is only for appeals regarding the decision to refuse a letter of release. For other matters, please continue to Section E)

1. Identify further claims/ reasons addressed during the meeting:

ATMC is unable to continue to provide the course
 Threats to physical/mental health or safety by remaining at ATMC, which can be alleviated through a transfer
 The course the student wishes to transfer to better meets the study capabilities or the long term goals of the student
 To get access to greater support (through services offered by another provider or through access to family, friends and cultural support network)
 The student is experiencing personal difficulty or educational problems that ATMC cannot address with its resources
 The current course of study is clearly not consistent with documented course requested for on the student’s application
 The student was misled by the provider or an education or migration agent regarding ATMC or its course
 Serious illness or death of a close family member
 N/A
 Other:

2. Does the student have evidence to support the reasons/circumstances outlined?

Yes—Please attach evidence No

E—STUDENT DECLARATION

I confirm that I attended the above meeting, and I was given the opportunity to present my case. I was informed of my right to be accompanied and assisted by a support person. I declare the above information is true and accurate. I understand that I will receive a written statement of the outcome, including details of the reasons for the outcome.

Student signature: Date:

F— ATMC STAFF MEMBER

Staff member name:
 Staff signature: Date:

Australian Technical and Management College Pty. Ltd.
 Trading as Australian Technical and Management College
 470 Bourke Street Melbourne Victoria 3000 Australia
 Telephone: +61 3 8327 3100 Email: info@atmc.edu.au Website: www.atmc.edu.au
 ABN: 73 130 044 745 RTO No: 22158 CRICOS: 03013D

Record of Meeting (Complaint or Appeal)

(This form is to be completed by a staff member who has not previously been involved in the former complaint/appeal)

G—FOR OFFICE USE ONLY

Note: the decision maker must be an appropriate staff member and must be independent of the decision being reviewed (if applicable).

Additional comments regarding the meeting (e.g. a support person was present):

H— OUTCOME OF COMPLAINT/ APPEAL

- Further investigative action resulted in the complaint being unsustainable
- Student was granted an extension to his/her course
- Student was provided additional support
- Alternative trainer/ assessor was put in place
- Student was approved for a time table change
- Student was granted special consideration (e.g. with assessment or tuition fee)
- Student has chosen to enrol with another registered education provider without the letter of release
- Student was granted the Letter of Release
- The student has decided to continue studying at ATMC in the same course
- The student has decided to enrol into an alternative course at ATMC
- Arrangements were made for an independent third party (e.g. Overseas student ombudsman)
- Other:

I— RECORDING OF OUTCOME

- Update SMS/ PRISMS / Complaints and Appeals Register
- Issue outcome letter to the student *(complete section J for an appeal meeting against the decision to refuse a LOR)*

Staff member name:

Staff signature: Date:

J— EXTERNAL APPEAL

Deadline:

Has the student lodged an external appeal? Yes No

Outcome:

Staff Name: Staff signature:

Closed Date: