

## COMPLAINT / APPEAL FORM

Australian College of the Professions (ACP) is committed to facilitating a learning process that is both beneficial and enjoyable. ACP ensures that students and clients have access to a fair and equitable process for dealing with complaints and appeals in a constructive and timely manner against decisions made by ACP Training.

ACP recognises the rights of students to complain without recrimination. Formal complaints may only proceed after the informal complaint procedure has been exhausted. Please refer to your student handbook for ACP's complaints procedure.

Completed Complaint Forms are to be sent to the following address marked '**confidential**':  
Level 5, 136 Chalmers Street, Surry Hills, NSW, 2010 Email: info@acpcollege.edu.au

<b>Student ID</b>	
<b>Student Name</b>	
<b>Course</b>	

<b>Reason for or Nature of Complaint</b>	
<b>Your Complaint Details</b> <i>(Please provide as much details as possible)</i> <b>Note:</b> Attach any supporting documents with this form as applicable.	
<b>Student Declaration and Signature</b>	<i><b>All the information I have provided in this form is true and accurate. I also understand that this complaint will be dealt with according to relevant complaint handling policies and procedures of College.</b></i>
	Date:

### OFFICE USE ONLY

<b>Matter Referred to</b>	CEO	Academic Coordinator
	Admissions Manager	Complaints & Appeals Committee
<b>Comments of the Person Receiving the Form and Suggested Action</b>	S	
<b>Signature</b>		Date: