

STUDENT COMPLAINTS AND APPEALS FORM

This form is intended to help you define the problem and tell us what you have already done to try and resolve it. It will also guide you in the information needed to support your complaint.

In completing this form, you should refer to the Complaints and Appeals Policy, available online at <https://sydneyinstitute.edu.au>.

Please note:

- We will accept anonymous submissions; however, our ability to investigate and respond may be limited.
- If you are under 18 years of age and this complaint refers to legal issues, we will include your guardian.

COMPLAINANT OR APPELLANT DETAILS

Student Full Name:

SIHE Offer No. or Student ID No. : Date of Birth :

Telephone No. : Email :

Are you making a?

Complaint
(please complete section A)

Appeal
(please complete section B)

SECTION A: COMPLAINT DETAILS

- Operations (enrolment, fees, certificates, etc) Staff or student behaviour
- Assessment outcome Security or facilities
- Other, please explain

Details of your complaint

Set out the details of your complaint, including background information, dates, times, names, location, etc. Try to keep to listing the facts in the order that they happened.

What steps have you already taken?

List any steps you have already taken, including any communication that has taken place. Please explain why you have not tried to resolve the matter informally, if applicable.

What evidence do you have to support your complaint?

List and attach any evidence you have to support your complaint and attach relevant correspondence, emails or documents. Supporting evidence should be forwarded by email with this completed form.

Briefly state what outcome you are seeking.

Please note that the results of our investigations will align with SIHE policies and procedures and statutory obligations. The outcome you are seeking cannot be guaranteed.

SECTION B: APPEAL DETAILS

Please use this section only where you have received an outcome from a previous complaint that you wish to appeal and if there is any new evidence in relation to the complaint.

Details of your appeal

Please attach a copy of the outcome of the previous complaint.
List and attach any new evidence you have to support your appeal and submit by email with this completed form.

PRIVACY NOTICE AND DECLARATION

Privacy Notice

In providing my personal information to SIHE, I understand that, other than as authorised by law, SIHE will only use this information for the purposes for which it is being collected in accordance with SIHE functions and activities associated with my admission and enrolment. I also understand that all information will be collected, stored, accessed and disseminated or destroyed in accordance with privacy, records management and other relevant laws, and SIHE policies. In some instances, SIHE may need to disclose information to any Government department which administers or has authority regarding education or immigration policy and law or to third parties to recover unpaid fees or other debts owed to SIHE. I consent to such disclosure.

Declaration

I hereby declare:

- I have read the information about making a complaint at <https://sydneyinstitute.edu.au>.
- I consent to my complaint being forwarded to any area that may be necessary for the management of my complaint.
- The information I have provided in this document is a true reflection of my experience and is not made for frivolous or vexatious purposes.
- I understand that complaints found to be intentionally misleading or made for the purpose of causing harm may result in misconduct proceedings.
- Where my complaint is about somebody else's behaviour, the details of your complaint (including your identity) may be shared with the person you are complaining about, as well as any potential witnesses. This is so that they have the opportunity to respond and present their account.
- I will conduct myself appropriately, showing courtesy and respect when dealing with staff.
- I have read and agree to abide by the relevant SIHE policies.
- Your signature below constitutes that the information provided to the best of your knowledge is true and correct, that you consent to the collection, use and disclosure of your personal information in accordance with the Privacy Notice above, and that you understand the items listed in the declaration.

Printed Name

Student's Signature

Date

SUBMIT YOUR APPLICATION

Submit this completed form with any supporting documents to
complaints@sydneyinstitute.edu.au