



Formal Complaints and Appeals form

Complaints and Appeals Process

1. **Informal Resolution:** EET staff should attempt to resolve the complaint informally and amicably at an early stage. This can be done through speaking directly with the student with the complaint and any other relevant individuals where relevant and consistent with confidentiality protocols.
2. **Formal Resolution Process:** Informal Resolution has been unable to resolve the complaint informally. The formal complaint procedure begins when the student or parent / guardian thereof states in writing, on this form that they have a complaint and submit the completed form directly to the Service Manager.
3. **Appealing the Original Decision:** If you are dissatisfied with the outcome of your complaint, you may lodge an appeal with the Service Manager within 20 working days of being informed of the decision. Your appeal **MUST** detail the reasons for the appeal. The Service Manager and the Eagles Management committee are responsible for reviewing appeals relating to formal complaints.
4. **External Independent Review:** If you are dissatisfied with the outcome of your appeal, you may make a written request to the Service Manager for an independent external review of the decision. You will be provided with access to an external independent review of the complaint decision.

The student can also contact the Smart and Skilled customer support centre to seek assistance, ask for advice, make a complaint or provide feedback. You can do this by **email**, over the phone on 13 28 11, or in person at a [Training Services NSW centre](#)

Alternatively, the student could make a complaint to Australian Skills Quality Authority (ASQA). The information contained in student complaints is recorded and contributes to making a determination whether further regulatory scrutiny of providers is required. ASQA assesses the information that it holds in relation to the conduct and compliance of providers, to determine if further regulatory scrutiny is warranted. If further regulatory scrutiny is required, ASQA's established [performance assessment \(audit\)](#) procedures apply.

ASQA will (unless exceptional circumstances exist) notify the provider concerned, to advise that it has been named as the subject of a complaint, and may suggest that providers take action to ensure that they remain compliant with their regulatory obligations.

Personal Details

Student Name:	_____	Date:	_____
USI:	_____	Course Name:	_____
Email:	_____	Telephone:	_____
Parent / Guardian:	_____	Telephone:	_____

Complaint Details

Teachers / Trainers involved: _____

Other students involved: _____

Other people involved: _____

People who you would like us to talk to: _____

Please answer the following questions:

What is your Complaint?

What steps, if any, have you taken to resolve your complaint with Eagles Education, Training?

Date	Event details	Supporting evidence

If you have not made an attempt to resolve this complaint directly with Eagles staff, please explain why:

Privacy Details

In compliance with the Privacy Act 1988, the information on this form will only be used for purposes associated with this application. Information collected is used solely for the purpose of assisting Eagles staff and

management to make an informed decision on your case, and will not be disclosed unless authorised by you or your agent, or required by law.

Declaration

Student Name:	_____	Date:	_____
Signature:	_____	Received by:	_____
Parent/carer:	_____	Contact:	_____