

MFS04:Complaints and Appeals Form

COMPLAINTS AND APPEALS PROCESS INFORMATION

Menzies Institute of Technology is committed to providing a fair, transparent, and timely complaints and appeals process at no cost to students.

Process Overview - 4 Stages:

- **Stage 1:** Informal Complaint (encouraged as first step)
- **Stage 2:** Formal Complaint (using this form)
- **Stage 3:** Internal Appeal (if unsatisfied with formal complaint outcome)
 - Pathway A: Direct Appeal (for appeals against original decisions)
 - Pathway B: Complaint-to-Appeal (following formal complaint resolution)
- **Stage 4:** External Appeal (independent external authorities)

Important Timelines:

- **Acknowledgment:** We will acknowledge your complaint/appeal in writing within **3 working days**
- **Resolution Phase:** Resolution will commence within **10 working days** of lodging this form
- **Maximum Resolution Time:** **20 working days** from commencement (unless extended by mutual agreement)
- **External Appeals:** You will be advised of external appeal rights within **10 working days** of Stage 3 conclusion

Your Details		
Name:		
Student ID (if applicable)		
Contact Details:	Phone:	
	Address:	
	Email:	

Date:				
Which of the following most appropriately describes your relationship with the Institute?				
Prospective student		Work placement provider		
Current student		Partner organisation		
Past Student		Other		
Please indicate if you are lodging a complaint, appeal or an assessment appeal.				
Complaint		Assessment Appeal		Appeal (unrelated to assessment)
For Appeals Only:				
<input type="checkbox"/>	I request Preliminary Review (administrative matters only)			
<input type="checkbox"/>	I request Full Appeal Panel Review			
<input type="checkbox"/>	I am appealing following unsuccessful Preliminary Review			
Appeal Type:				
<input type="checkbox"/>	Assessment/Academic decision			
<input type="checkbox"/>	Administrative/Procedural decision			
<input type="checkbox"/>	Disciplinary action			
<input type="checkbox"/>	Course progress decision			
<input type="checkbox"/>	Other (specify):			
Please outline the reasons for your complaint or appeal in as much detail as possible (i.e. specific details of the event or grievance, names of witnesses, time, date, etc.) You may attach additional pages and supporting information as needed.				
Please indicate the steps you have taken to date to resolve complaint or appeal.				

Please describe what resolution or outcome you are seeking.

For complaints and appeals not related to assessment, please complete the following.

Please make any suggestions you have to resolve this issue.

Are there particular staff members of the Institute who may be involved in the investigation of this complaint

or appeal and in what way?

For assessment appeals, please complete the following.

Which unit and/or task is this appeal in relation to?

Unit Code:	
Unit Name:	
Assessment Task:	
Trainer/Assessor:	

IMPORTANT RIGHTS AND INFORMATION

Support Person Rights

- You have the right to be accompanied by a support person during any face-to-face meetings
- The support person may be a friend, family member, or advocate
- Please inform us in advance if you wish to bring a support person

Confidentiality and Privacy

- All complaints and appeals are treated confidentially
- Information will only be shared with relevant staff involved in the resolution process
- Privacy laws and legislation protect your personal information

External Appeals Process

If you are not satisfied with the outcome of our internal process, you have the right to lodge an external appeal with:

Please refer to our *MITP07 Complaints and Appeals Policy and Procedure* for full information.

DECLARATION AND SUBMISSION

I declare that the information provided in this form is true and accurate to the best of my knowledge.

Signed:		Date:	

Please return this form using the details below.

<p>Attention: Principal Executive Officer Menzies Institute of Technology: Level 4, 355 Spencer Street, Melbourne, VIC. 3003, Australia. Email: sam@menzies.vic.edu.au</p>

OFFICE USE ONLY

Field	Details
Date Received:	
Reference Number:	
Received by:	
Acknowledged (3 working days):	<input type="checkbox"/> Yes - Date: _____
Registered in:	<input type="checkbox"/> Complaints Register <input type="checkbox"/> Appeals Register
Assigned to:	
Resolution Method:	<input type="checkbox"/> CEO/PEO Direct <input type="checkbox"/> Executive Leadership Team <input type="checkbox"/> Appeal Panel

Resolution Tracking

Action	Date	Completed by	N/A
Investigation commenced			
Parties contacted			
Resolution meeting(s)			
Decision reached			
Written response sent			
Complaints Register updated			
Appeals Register updated			
Continuous Improvement Register updated			

Files updated			
Implementation actions undertaken			

Approved by:	
Date:	
Signature:	