



Complaint/Appeal Form

Instructions

For ANC to formally lodge your complaints or appeals and to seek for resolution in a fair and timely manner, please follow the instructions below:

1. Fill this form using a black or blue coloured pen and write in block letters only.
2. Lodge this form in person or by post addressing it to the Campus Manager.
3. Attach all the supporting documents.
4. Please provide as much information as possible and attach extra sheet if required.

Indicate the purpose of using this form by ticking ONE of the following boxes:

Complaint
Initial notification of an issue that has occurred

Appeal
An appeal against a decision that has been made by the ANC

Date of submission _____ Address _____

Name of student making complaint/appeal _____

Email _____ Mobile _____

Detailed Description: (Include details of incident, dates and personnel involved)

Student's Signature _____ Date _____

FOR OFFICE USE

Date received _____

Detail entered into compliants and appeals logbook Yes No

Staff Signature _____ Staff Name _____

NOTE

Once this form is completed and received by ANC staff, the resolution period will begin within 10 working days.

ANC will endeavour to conclude the process within reasonable timeframe.

Under usual circumstances, ANC will seek to resolve complaints and appeals within 20 working days.