



Complaints and Appeals Form

Instructions

For ANC to formally lodge your complaints and 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 only.
2. Lodge this form in person or by post.
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:

Complaints

Initial notification of an issue that has occurred

Appeals

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

Name of student _____ Student Number _____

Address _____

Email _____ Mobile _____

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

Student's Signature _____ Date _____

FOR OFFICE USE

Date received _____ Detail entered into complaints 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.