1. Student Appeal Form

Use this form if you wish to make a formal Appeal about a Chisholm Institute complaint process.

The *QMS306 Complaints and Appeals* policy explains how the Institute can assist you to resolve your concerns and formal complaints. If you are not satisfied with the outcome, you should use this form to lodge a formal appeal within 10 working days of the conclusion of the Complaints process.

The Institute is subject to the Privacy and Data Protection Act 2014. The details you provide below will be used to process and investigate your Appeal. You have a right to gain access to your personal information held by the Institute. Requests for access are managed under the Freedom of Information Act 1982. Refer to the Institute Privacy Policy.

2. Please complete the following:

Your Details	
Date of submission	
Student/Employee ID Number	
Surname	
Given Names	
Address	
Area of Study/Business Area	
Course Code (if applicable)	
Unit Code and name if the complaint relates to a Unit	
Campus	Dandenong / Frankston / Berwick / Cranbourne / Peninsula / Bass Coast / 311 Lonsdale / Chisholm Online
Your Chisholm Email	
Your Alternative Email	
Your daytime telephone number	

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3. Appeal Details

What procedural irregularity are you basing your appeal on?
What Evidence do you have to support your Appeal?
What is your expectation of lodging this Appeal?

In relation to a complaint about the conduct of other people I understand that formal investigation of my complaint requires that the details of my complaint (including my identity) be shared with the person who is the subject of a complaint, so they can respond, as well as with potential witnesses.

Signed: _____ Date: _____

(*Appellant)*

Please send this form and supporting documents via

Email: complaints@chisholm.edu.au with the subject: **Appeal**

or

Post: Appeals at Chisholm
PO Box 684
Dandenong VIC 3175

Your appeal will be reviewed and advice provided to you in writing within 10 working days of receipt of your complaint on either of the following:

a) Your appeal was unsuccessful as there was no procedural irregularity.
b) Your appeal was successful. In this instance in line with *QMS306 Complaints and Appeals* an Appeals Committee will be convened and an investigation will be undertaken.

The outcome of the appeal process is final.

If you are not satisfied with this decision you may have recourse to an independent review within 12 months of the decision by an external body such as:

(i) The Victorian Equal Opportunity and Human Rights Commission for discrimination issues and complaints – Level 3, 204 Lygon Street, Carlton 3053 – Ph: 1300 292 153
(ii) The Victorian Ombudsman for academic or other non-academic issues – Level 2, 570 Bourke Street Melbourne VIC 3000 – Ph: (03) 9613 6222.

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