

ACADEMIC Formal Complaints and Appeals Form

If you have an academic complaint or appeal request that you wish to make formally i.e. in writing, please complete and submit this form to Administration, stating your issue and outcomes you are seeking.

For more information on Appeals and Complaints, please refer to the Student Handbook.

NOTE: academic matters include complaints and appeals in relation to: student progress, curriculum and awards, Assessments, assessment outcomes, assessment conditions, RPL outcomes, CT Outcomes: in a course.

Personal Details			
Student ID			
Family Name		First Name	
Email Address		Contact number	
Course information			
Course Code		Course Name & Unit	
Course Location			
Purpose of submitting this form			
☐ Formal Complaint	☐ Formal appeal request resulting from an unresolved academic issue through HORIZON INTERNATIONAL COLLEGE Pty. Ltd. internal dispute resolution		
Please select from the following categories which best relates to your complaint.			
☐ Student progress ☐ Delivery ☐ Curriculum ☐ Assessment or outcomes ☐ Trainer and assessor ☐ Other, please explain -----			

Please provide details regarding your complaint or appeal request including date/s, people involved etc. Attach additional information, evidence and/or any notes.

If you are making a formal appeal request please advise how you have attempted to resolve this matter previously. Attach any supporting information including dates of discussions, people contacted, discussions and outcomes.

Please specify what action you would like Horizon International College Pty Ltd to consider/take in relation to your complaint or appeal.

Declaration (if sending via email, you do not need to complete this section as your email is confirmation of this declaration).

I declare that all information provided on this form is true and correct

Signature

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1. **Student Administration will contact you by phone and through a letter acknowledging receipt of your formal notice and to organise a meeting of parties to attempt a resolution through the Internal Dispute Resolution (IDR) processes in the first instance**
2. **There is no charge for using IDR and the **HORIZON INTERNATIONAL COLLEGE** will provide you with a written notification of the resolution agreements and actions.**
3. **If at the conclusion of the IDR you are not satisfied it is recommended that you use the External Dispute Resolution (EDR) processes made available by the HORIZON INTERNATIONAL COLLEGE (please refer to your handbook or to the HORIZON INTERNATIONAL COLLEGE website for details) or utilize your own EDR.**
4. **Note that the use of the EDR may carry charges – at party expense**
5. **The use of this Complaints and Appeals Policy and Procedure does not remove the right of the complainant to seek their own independent resolution at any time, use their own legal representation or use any legislative mechanism available.**

.. COLLEGE USE ONLY

Date received		Received by	
Approved/Declined	Name:	Position	Date
Processed by Student Administration Y/ N	Letter sent Y / N	Student's file updated	Continuous Improvement System Activated Y / N