

Complaint or Appeal Form

Instructions to Applicants

Please type or use BLOCK LETTERS when completing this form. Return the completed form to:
Orange International College Pty Ltd - Level 6, 416-420 Collins Street Melbourne Victoria 3000
Telephone: +61 3 9670 2985 | Mobile +61 488 267 496 | Email: info@orange.edu.au | www.orange.edu.au

Personal Details

		<input type="checkbox"/>	<input type="checkbox"/>
		M	F
Family Name		Given Name(s)	
		Sex	
Student ID (if relevant)		Course Enrolled	
Home Phone	Mobile Number	Email Address	
Address			
Suburb / Town / Country		Postcode	

I am a:

- Student
- Parent
- Employer
- Other (Please specify) _____

Type of Complaint or Appeal

- Enrolment** (marketing material, recruitment by agent, application/enrolment / induction procedures)
- Personal** (student behaviour, harassment or unfair treatment)
- Education** (facilities, assessment results, assessment quality, progression, curriculum, staff qualifications, award issuance)
- Articulation** (recognition of external qualification or institute)
- External** (Complaint or Appeal not related to education e.g.: noise, parking, student behavior)
- Financial**
- Appeal** (against internal decision)
- Privacy** (handling personal information, access to personal records)
- Student Support/Other (Please specify)** _____

Complaint or Appeal details

Please provide a specific detail of what your Complaint or Appeal is about, and when the matter(s) involved occurred. Providing as much detail as possible will assist us in investigating your Complaint or Appeal. If necessary, you may attach extra pages or material to this form.

Have you previously been enrolled at OIC? YES NO

If yes, when? _____

Who dealt with the matter? _____

What was the result? _____

Applicant's Signature

Date:

Privacy Note: The information in your Complaint or Appeal, including your name, will be disclosed to the relevant staff member concerned during the course of investigating your Complaint or Appeal. If you do not include your name and address details we will not be able to respond to your Complaint or Appeal. Please mail this form to PO Box 619 Collins Street West, Melbourne 8007 or hand it in at your college reception/student services desk.

For Office Use only

Received By:

Date:

Entered into Complaint or Appeal Register (SMS) By:

Date: