



COMPLAINTS, GRIEVANCES & APPEAL FORM

This form can be used to lodge complaints and grievances of both an Academic or Non-academic nature and appeals against an assessment. Reference should first be made to the Grievances, Complaints and Appeals Policies and Procedures available on the Brighten Institute Australia by an email request at contact@brighten.edu.au. The appropriate complaints and appeals process is required to be followed, as outlined in the Policy and Procedures document. Complaints lodged in writing will be accepted as formal grievances/complaints or appeals. Please attach a copy of relevant information, forms and other documentation as applicable.

NB: Administration cannot search out documentation which has previously been provided for another purpose, please re-submit any such material.

STUDENT INFORMATION

Student Name	Student Number
Phone/ Mobile	Date
Course Enrolled	Type of Complaint

COMPLAINT / APPEAL DETAILS

Please indicate whether this is a complaint or an appeal:

Complaint Grievance Appeal against an assessment

Describe the nature of the complaint/grievance/ reasons for the complaint / appeal

Have you spoken with anyone regarding this or were there any efforts made by BIA to resolve the issue?

If this is an Assessment Appeal, please indicate which elements of subjects are in question

Outline of expected outcomes or action you would like to see taken

Signature

Date

Details Action Taken

Continuous Improvement Request Raised: Yes No

CIR Raised by: _____ **Date CIR Raised:** / /

Note: Please attach completed form and any other supporting evidence and submit with CIR.

Outcome of complaints/any follow up action required

RTO Manager/Academic Manager/Authorised Staff Signature: _____ **Date:** / /