



NSWIET

NSW INSTITUTE OF
EDUCATION AND TRAINING

RTO CODE: 45501
CRICOS PROVIDER CODE: 03765G

Complaint and Appeals Form

This form should be used to submit a complaint or appeal. Appeals must be lodged within 20 days of the initial event/decision.

The information provided on this form will be used exclusively to resolve your complaint/appeal. None of the information you provide on this form will be disclosed to anyone outside of the business without your permission, unless we are required to do so by law.

Please submit the completed form to the NSW Institute of Education and Training in person to the Student Service Officer or by email to info@nswiet.edu.au.

Details of the person making the complaint

Full Name	
Student ID	
Course	
Email	

Details of receipt of complaint

Date of complaint	
Complaint received by	
Method by which complaint received	<input type="checkbox"/> Phone <input type="checkbox"/> In person <input type="checkbox"/> Letter <input type="checkbox"/> Email

Details of complaint

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Student Acknowledgement

I have read and understand the NSW Institute of Education and Training Complaints and Appeals Policy and Procedure. I understand that I may be requested to provide further information or attend a meeting upon request to discuss my complaint/appeal further. I am willing to attend a meeting at the NSW Institute of Education and Training if required.

Name:

Signature:

Date:

Office use only

Practice Manager notified	<i>Date:</i>	<i>Time:</i>
Complaint acknowledgement letter sent	<i>Date:</i>	<i>Time:</i>

Outcome:

What action was taken?

Was placed in agenda for the next practicing meeting?	<input type="checkbox"/> YES <input type="checkbox"/> NO
Was this matter satisfactorily resolved?	<input type="checkbox"/> YES <input type="checkbox"/> NO
Was letter of outcome sent to person making complaint?	<input type="checkbox"/> YES <input type="checkbox"/> NO

