



COMPLAINTS AND APPEALS POLICY

ATTACHMENT 2 COMPLAINTS AND APPEALS FORM

Any person making a complaint or an appeal (request for review) of a decision of a complaint to the College must provide their name and contact details. The College will not investigate complaints made anonymously as information may not be able to be verified and feedback cannot be provided.

Section 1. My Details

Name:		
Phone Contact:	Home:	Mobile:
Postal Address:		
Email Address:		

Section 2. My Complaint or Appeal

My complaint or appeal is in relation to: (please circle relevant area)	
College Service provision (or perceived lack of service provided)	Student HSC Subject
Facilities, equipment or premises	Student VET Subject
Training delivery, resources or materials	Fees or Accounts
RTO Assessment decision	EEO, Harassment or Bullying
College staff including Teachers	Transfer, Withdrawal or Enrolment
Treatment of my son/daughter as student	Fraud or criminal activity
Workplace Health and Safety	Student Behaviour
Other Matter	Complaint Review / Appeal Request

Please Provide Specific Details about your complaint.

Your details should include names of persons involved, date of incident, location etc.

Section 3. Resolving My Complaint or Appeal

What outcome do you hope to achieve by submitting this complaint or appeal?

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Section 4. Evidence or Documents Relevant to My Complaint or Appeal

Please list any documents you have that are relevant.

Item No	Description
1	
2	
3	

Section 5. Submitting This Form

This form can be completed and sent to the College.
Please tick the box that indicates how you are submitting this complaint.

- By email at admin@htc.nsw.edu.au,
- By mail to P.O. Box 254, Maitland, NSW 2320
- Online submission via the College website at www.htc.nsw.edu.au
- Providing this completed form to the College Reception Office.

Section 6. Signature and Date

Print Name:	
Signature:	
Date:	