

COMPLAINT / APPEALS FORM

ASC International and the ASC Schools will make every effort to resolve any concern raised by a student or parent. In the event that a concern continues, it is our obligation and commitment to assist with a formal appeal at no cost to you. The process is designed so as not to disrupt the student's studies. We strongly value parent and student partnership and welcome and encourage your enquiries at any time. For a confidential discussion please contact the International Admissions Manager via email admissions@ascschools.edu.au

How to complete this form

1. This form is an editable pdf form which means you can type in the form and save it to your computer.
2. This form must be completed in English only.
3. Print and sign the form.
4. Attach any additional supporting documentation you would like considered.
5. Please scan your completed form, along with any supporting documentation, and return via email to: studentservices@ascschools.edu.au

Is this form a:

Complaint

Appeal Please advise of date of original complaint response:

Complainant / Appeals Details

- 1 First Name:
- 2 Last Name:
- 3 Relationship to student/s:
- 4 Residential Address:
- 5 Telephone number/s:
- 6 Email:

Student Details

Please provide the student/s details below.

Student 1.

Student ID: **Full Name:**

Date of Birth: **School:**

Year Level:

Student 2.

Student ID: **Full Name:**

Date of Birth: **School:**

Year Level:

Additional Support

Please advise us if you require a translator to assist with any phone calls that may take place.

- **Do you require translator services?**
- **Language**
- **Dialect**

Complaint / Appeals Details

Please outline the details of your complaint or appeal below. Attach extra pages, if required. Please also ensure that you attach copies of any relevant supporting documents

Complaint / Appeal Outcome

Please outline below what outcome you are seeking. Attach extra pages, if required.

Complainant's signature

Signature:

Date:

RESPONSE NOTIFICATION *(to be completed by the complaint respondent)*

The information below confirms the formal response to the complaint as raised in the previous sections to this form.

RESPONDER:

POSITION:

ORGANISATION:

RESPONDANT FINDINGS (Please summarise the findings of complaint investigation below)

COMPLAINT RESOLUTIONS / ACTIONS (Please summarise below)

NAME:

SIGNATURE

DATE:

NOTE:

In addition to a grievance procedure, the Commonwealth Overseas Students Ombudsman service is available to all private registered education providers as the independent complaints body for external complaints and appeals. The Overseas Students Ombudsman (OSO) will investigate any complaints of a student against a private registered provider, thereby ensuring that all students have access to a statutorily independent external body. The OSO will investigate complaints at no cost to the provider or the student. The OSO can investigate complaints about actions taken by private providers in connection with overseas students. Visit the Overseas Student Ombudsman website www.oso.gov.au or phone 1300 362 072 for more information.