

# COMPLAINT APPEAL FORM



If you wish to appeal a decision REACH has made regarding a complaint you have made about any of REACH's products or services, you need to do so in writing and use this form as a cover page.

Before completing the form please read the information on the back.

**OFFICE USE ONLY**

Case No:

## STUDENT'S DETAILS

Name		Student Number	
Address		Phone	
		Mobile	
		Email	

Complaint case number		Date advised of decision	
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**Briefly list the reasons you are appealing the decision REACH made regarding your complaint**

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**Number and list all supporting documents attached to this form**

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**List the names and contact details of people or organisations you think are suitable to consider your appeal**

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Student's Signature		Date	
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## Instructions for submitting an appeal

1. Use this form as a cover page if you wish to make a formal appeal against the complaint decision.
2. If you want to appeal against an assessment decision, please use the Assessment Appeal Form.
3. You need to attach your written statement of appeal to this form. That statement needs to explain as briefly as possible the grounds on which you are appealing REACH for Training's decision. Try and briefly include a statement of facts (in chronological order if possible) and points at issue.
4. Attach any supporting documents and relevant information.
5. To help ensure your appeal is handled fairly and efficiently, please show a genuine willingness to resolve the matter.
6. Your appeal will be given a case number. Please quote this number in all subsequent correspondence.
7. The form and supporting documents should be delivered to REACH for Training reception.

Information about how to lodge a appeal against the complaint decision is included in your Student Handbook.

If you appeal a decision made by REACH:

- REACH will discuss with you the selection of a mutually agreed independent mediator / agency to hear your appeal.
- You will be given the opportunity to present your case in person and in writing.
- REACH will ensure all matters arising from any meetings and discussions with you are documented and recorded with confidentiality.
- The mutually agreed independent mediator / agency will provide you with a written statement of the outcome of your appeal and explain the reasons for any decision made.
- You will not be required to meet any costs associated with the appeal provided you follow REACH's procedures.
- You will not be subject to discrimination or victimisation as a result of making appealing against the complaint decision.
- Your enrolment will be maintained throughout the process.

REACH for Training aims to ensure that all complaints and appeals made against decisions REACH makes about complaints are:

- treated seriously and fairly
- dealt with quickly, and as simply as possible
- dealt with by a mutually agreed independent mediator or relevant agency
- subject to the principles of natural justice
- dealt with without prejudice to your right to pursue other remedies, having exhausted our internal procedure

# COMPLAINT APPEAL FORM



OFFICE USE ONLY – Received and entered in register			
<b>Received by</b> (Print name)		<b>Date</b>	
<b>Signature</b>		<b>Position</b>	
<b>Referred to Director of Studies on</b>		<b>Date</b>	
<b>Discussed at QAM meeting on</b>		<b>Date</b>	

<b>Appeal acknowledged</b> (within 7 working days)	<input type="checkbox"/> Letter <input type="checkbox"/> Email	Sign	<b>Date</b>	
<b>Name and contact details of independent mediator agreed with student</b>				
<b>Signed by REACH representative and (if relevant) student</b>			<b>Date</b>	
<b>REACH representative</b>		<b>Student</b>		

<b>Independent mediator contacted</b>	<input type="checkbox"/> Letter <input type="checkbox"/> Email	Sign	<b>Date</b>	
<b>Date of Appeal Hearing</b>				
<b>Location of Appeal Hearing</b>				
<b>Outcome of Appeal</b>	<input type="checkbox"/> Upheld <input type="checkbox"/> Rejected			

<b>CI Form completed or N/A</b>	Name	Signature	<b>Date</b>	
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<b>Filed on student's file by</b>	Name	Signature	<b>Date</b>	
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