AUSTRALASIA INTERNATIONAL SCHOOL
EST: 1973
RTO CODE: 6251 CRICOS: 02747G

COMPLAINTS & APPEALS FORM
(Concern Form)

Student Name: _____ Student Number: _____

Course: Business ☐ Beauty & Make-up ☐ Massage ☐

Details of Concern

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Student Signature: _____ Date: _____

A *grievance is a problem you might experience with AIS, about something that has happened which you believe is unfair. Generally, the first person to see about this problem is your trainer or Student Services. If the problem cannot be resolved through speaking with your trainer or Student Services, you should discuss it with the Academic Manager. If the grievance involves a personal or welfare matter, you can approach Student Services located.*

You may also put your concerns in writing. If grievances are not resolved after discussion with the College, you may wish to refer to an external agency, e.g. The Overseas Students Ombudsman (1300 362 072), the Anti-Discrimination Board (9268 5555) or the Department of Fair Trading 13 3220. Further information may be obtained from the Department's website: www.fairtrading.nsw.gov.au

All grievances will be taken seriously and a written statement will be given, outlining the complaint or grievance, how it has been handled on appeal, the outcome and reasons for any decisions made.

The College's Complaints and Appeals Process does not limit the rights of students to take action under Australia's consumer protection laws.