



## Complaints & Appeals Form

Please use this form to submit a written complaint or appeal to Cambridge College Australia (CCA).

Student name		
Date of birth		
Course		
Did you receive a notice of intention to report from CCA? If 'Yes', please attach copy.	<input type="checkbox"/> Yes <input type="checkbox"/> No	

Details of Grievance (list names of other parties involved if any)

Cambridge Academy of English Pty Ltd t/a Cambridge College Australia (CCA)

RTO 31730 CRICOS 01796F ABN 86 077 189 550	Level 5, 269 Wickham Street, Fortitude Valley, QLD 4006. Ph. 07 3211 5794 Southport Central Building 3G, Level 4, 27 Garden Street, Southport QLD 4215 <a href="http://cambridgecollege.edu.au/">cambridgecollege.edu.au/</a>   <a href="mailto:enrol@cambridgecollege.edu.au">enrol@cambridgecollege.edu.au</a>   ver 1.1 Oct 2023
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CCA will in the first instance will always endeavour to resolve complaints/disputes informally. Students are encouraged to firstly talk to a member of staff as soon as a problem arises.

Have you discussed this with a member of staff? If so, give details

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## PLEASE NOTE:

- Students and or CCA staff may be accompanied and assisted by a support person at any relevant meeting.
- This application form will be placed on your student file once the complaint has been processed with all evidence attached. If further stages are involved in this matter, this evidence will also be recorded on your student file.
- Each complainant or appellant is given the opportunity to formally represent his or her case at minimal or no cost to him or herself.
- CCA is not required to continue to offer learning opportunities throughout the complaints or appeals process. CCA can decide whether it will continue to offer learning opportunities throughout any appeals process. CCA may decide to exclude a student from attending classes but continue to provide work to complete outside of the classroom environment. CCA acknowledges that to deny students learning opportunities throughout the appeals process may disadvantage the student should the appeals process find in their favour.
- CCA will await the outcome of this process (and if, in favour of the provider) before reporting the student through PRISMS.
- A complaint can be forwarded directly to CCA Chief Executive Officer via reception.
- Complaints/appeals against academic decisions will be accepted up to fourteen (14) days from the date an assessment result was received.

After exhausting the complaints and appeals process with CCA, if a student has any concerns about the conduct or actions of CCA, they may contact the State Registering/Auditing Authority for CRICOS (in writing) being Australian Skills Quality Authority (ASQA), the Registration Authority for CRICOS RTOs. The Australian Skills Quality Authority (ASQA) has the power to suspend or cancel the provider's registration or a course if a breach of the requirements of registration provision is proved.

To lodge a complaint with ASQA visit <https://www.asqa.gov.au/complaints>.

## Student Declaration

I have read and understand the full Complaints and Appeals Policy as provided to me prior to enrolment and again during enrolment/orientation.

Name/Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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OFFICE USE ONLY			
Form received by		Date	
Action taken			
Outcome of complaint			
Complaint resolved	<input type="checkbox"/> Yes <input type="checkbox"/> No	Date	
Complaint forwarded to external party	<input type="checkbox"/> Yes <input type="checkbox"/> No	Date	
Notes			

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