



## Complaints and Appeals Form

Where possible, student should attempt to resolve complaints informally, by raising their concerns with relevant staff/trainer at the earliest possible stage.

If you intend to make an informal or formal complaint about any matters, you must fill this form to put forward your case. Before completing this form, please ensure that you have read Enhance College's Complaints and Appeals policy and procedure.

### Student Details

Student ID:		Date of Birth:	
Full Name:			
Address:			
Email:		Phone:	
Course:			
Trainer / Assessor:			

### Describe the nature of your complaint/appeal

**Describe the actions taken by you or any other related party to work towards resolving the situation**

**What outcomes are you seeking or expect?**

***Note: Please attach any documents that are relevant to this complaint***

**Declaration:**

By signing this form, I certify that the information provided is true and correct.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**OFFICE USE ONLY**

Received by:

Date:

Actions taken:

Signature: \_\_\_\_\_

Date: \_\_\_\_\_