



## Complaints Form

Note to Students			
Students who wish to lodge complaints or provide suggestions, please fill this form and submit to Administration Officer, Australian College for Excellence (ACE) or via <a href="mailto:admin@acemelbourne.edu.au">admin@acemelbourne.edu.au</a>			
Personal Details			
<input type="checkbox"/> Student		<input type="checkbox"/> External Stakeholder	
<input type="checkbox"/> Staff		<input type="checkbox"/> General	
Given Name		Surname	
Student ID Number (if applicable)			
Course Code		Course Title	
Batch Number			
Related to Academic	<input type="checkbox"/> Yes <input type="checkbox"/> No		
Did you try to resolve the issue informally with the concerned party? If so what was the outcome of it?			
Details of the issue (attach any supporting document if relevant)			
Suggestions			
Signature			
Date			



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Office Use Only			
Received By:		Received Date:	
Complaint is related to <input type="checkbox"/> Academic <input type="checkbox"/> Non-Academic			
<u>Academic issues – Remarks of Training Manager</u>			
Signature:		Date:	
<u>Personal or other issues – Remarks of Student Administration Manager</u>			
Signature:		Date:	
<u>Remarks of CEO</u>			
Signature:		Date:	
Is the outcome communicated back to the student? <input type="checkbox"/> Yes <input type="checkbox"/> No (If this a complaint, mention about the student rights to appeal against the decision and attach the internal appeal's form together with the outcome and send to the student)			
RTO Manager Signature:			
Date:			