

**Complaints and Appeals Form**

Parts of the Formal Process

**MATIC INTERNATIONAL COLLEGE**

RTO CODE: 46253 CRICOS CODE: 04269E

Level 1, 620 Bourke Street, Melbourne CBD

VIC, 3000, Australia

[info@matic.vic.edu.au](mailto:info@matic.vic.edu.au)[www.matic.vic.edu.au](http://www.matic.vic.edu.au)**COMPLAINTS AND APPEALS FORM****STUDENTS DETAILS**

<b>Lodgement Date:</b>		<b>Lodgement Number:</b>	
<b>Student Name:</b>		<b>Student ID:</b>	
<b>DOB:</b>		<b>Contact No:</b>	
<b>Email:</b>		<b>USI Number:</b>	
<b>Gender:</b>		<b>Nationality:</b>	

**THIS COMPLAINT / APPEALS IS REGARDING:**

<b>My Course</b>	<input type="checkbox"/>	<b>Learning Environment:</b>	<input type="checkbox"/>
<b>My Trainer (S) / Assessor (S)</b>	<input type="checkbox"/>	<b>Facilities:</b>	<input type="checkbox"/>
<b>Assessment</b>	<input type="checkbox"/>	<b>Practices, Policies and / or Procedures</b>	<input type="checkbox"/>
<input type="checkbox"/> <b>Other (Please Specify):</b>			

**THIS COMPLAINT / APPEALS IS REGARDING:****Specify Date of the event which lead to this complaint (if Applicable):**

<b>Date:</b>	
<b>Student Signatures (Complainer):</b>	
<b>Specify here about any attachments attached with this Form:</b>	



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### SECTION BELOW SHOULD BE FILLED IN THE OFFICER AT MATIC INTERNATIONAL:

☐ Allocated an Officer to look in to these complain.

☐ Resolved Internally

☐ Entry into Complaints and Appeal register

Complain Number:

☐ Not resolved Went for External appeal

Comments:

Signature:

Date:

