

COMPLAINTS AND APPEALS FORM

Use this form to lodge a formal complaint or appeal a decision. Acknowledgement within 2 business days. Decision within 20 business days. Submit to: abhay@wyatt.nsw.edu.au | K. Sai Reddy: +61 477 627 677 | Level 2, 47 Rickard Rd, Bankstown NSW 2200.

SECTION A — YOUR DETAILS

Full Legal Name *

Student ID / USI *

Course Enrolled In

Year of Enrolment

Email Address *

Phone Number

Preferred Contact Method

Best Time to Contact

SECTION B — TYPE OF REQUEST

What are you lodging? (select one)

- Formal Complaint — about a service, decision, or conduct
- Appeal — challenging a specific decision made about me
- Both — complaint and appeal relating to the same matter

SECTION C — DETAILS OF YOUR COMPLAINT OR APPEAL

What is the complaint/appeal about?

- | | |
|----------------------------------------------------------------------|---------------------------------------------------------|
| <input type="checkbox"/> Assessment outcome or grading | <input type="checkbox"/> Trainer or assessor conduct |
| <input type="checkbox"/> Deferment/suspension/cancellation decision | <input type="checkbox"/> Refund or fee dispute |
| <input type="checkbox"/> Discrimination, harassment, or vilification | <input type="checkbox"/> Student support or welfare |
| <input type="checkbox"/> Academic progress or attendance | <input type="checkbox"/> PRISMS or ESOS matter |
| <input type="checkbox"/> Privacy or data handling | <input type="checkbox"/> Transfer refusal or conditions |
| <input type="checkbox"/> Other — describe below | |

Date(s) of issue or decision

Person(s) involved (if any)

Describe your complaint or the decision you are appealing in full (what happened, when, who was involved, and how it affected you) *

What specific outcome are you seeking? *

SECTION D — SUPPORTING DOCUMENTS

Documents I am attaching:

- | | |
|---------------------------------------------------------|-----------------------------------------------------------|
| <input type="checkbox"/> Assessment results or feedback | <input type="checkbox"/> Emails or written correspondence |
| <input type="checkbox"/> Medical certificate or letter | <input type="checkbox"/> Witness statement |
| <input type="checkbox"/> Other evidence | <input type="checkbox"/> None at this stage |

Other documents — describe

SECTION E — PREVIOUS STEPS TAKEN

Have you already tried to resolve this informally?

- Yes — spoke with my trainer or assessor directly
- Yes — spoke with the Student Support Officer
- No — this is my first formal step
- I was advised to submit this form directly

If yes, describe what was discussed and the outcome

Declaration

I declare the information provided is true and correct. I understand that Wyatt will investigate in accordance with WEG-POL-CAP-001 and that I have the right to access external bodies including the Overseas Students Ombudsman (ombudsman.gov.au | 1300 362 072) or the NSW Ombudsman if not satisfied.

Student Signature

Date

FOR OFFICE USE ONLY**Date Received****Received By****Reference Number****Acknowledged to Student By****Assigned To****Target Decision Date****Outcome****Date of Outcome Letter****Further Actions or Notes**