



Believe,
Achieve,
Grow

Head Office - William Street Campus
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Star Gazers Education Pty Ltd T/AS Danford College
ABN 80 125 139 433 | ACN 125 139 433 | RTO: 21979 | CRICOS: 02996A

Complaints & Appeals Application Form

The following is a cover sheet to support your complaint or appeal. Please outline your complaint / appeal and attach any supporting documentation.

Date of submission: _____

Please note: This is your right to access the external appeals process at minimal or no cost.

STUDENT:

NAME:	STUDENT NO:	COURSE:
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STAFF:

NAME:	SECTION:	POSITION:
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CLIENT:

NAME:	ORGANISATION:	POSITION:
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Indicate whether a Complaint or Appeal

Complaint
Initial notification of an issue that has occurred

Appeal
an appeal against a decision that has been made by the Danford College

Detailed Description of Complaint/Appeal:

(Provide an outline of the nature of your Complaint/Appeal including dates, people involved and any supporting documentation (Include extra sheet if needed)).



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What outcome are you seeking? (Include extra sheet if needed).

Do you have a suggested remedy for the complaint or appeal? (Include extra sheet if needed).

The Complaints and Appeals process and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to act under the Australian Consumer Law if the Australian Consumer Law applies” (National Code 2018(3.4.5))

Signature: _____

Date: _____