



Image Australian Modern Academy RTO: 41169

## COMPLAINT AND APPEALS FORM

This form is to be used by all students, including potential students, who want to make a complaint about an Academic and/or Non-Academic Matter. Students are advised to read the IAMA Student Complaints and Appeals Policy and Procedure, located on IAMA website, before completing this form.

### Your Details: *(please enter details as to how we can contact you for the duration of this complaint)*

Title: Surname:

Given name/s:

Postal Address:

Email Address:

Mobile:

Telephone (Home):

### Contact Preference: *(please specify if you have a preferred way or time to be contacted)*

### Student Status: *(please tick the box below that describes your current enrollment status)*

☐ potential student *(not enrolled, but seeking to enrol)*

☐ enrolled student *(student number)*

**College Branch:** *(insert the name of your Branch)*

**Course:** *(insert the name of your Course)*

### Complaint Type: *(Tick the box that best describes your Complaint. If your Complaint type is not listed below, tick 'other' and describe briefly)*

#### Non-Academic Matters

☐ **Student Support Services** *(course application and enrollment processes)*

☐ **Facilities and Amenities** *(classrooms/venue/grounds)*

☐ **Any Service arrangements** *(student card id...)*

☐ **General administration** *(fines and payments)*

☐ **Perceived discrimination, unfairness and injustice**

☐ **Bullying, harassment**

☐ **Use or misuse of personal information**

☐ **Conduct of staff – non teaching staff**

☐ **Other** *(please describe briefly)*

#### Academic Matters

☐ **Education and Training Programs** *(course structure and content, quality of teaching and course delivery)*

☐ **Assessment matters**

☐ **Conduct of teaching staff and/or other students**

☐ **Attendance procedures** *(where relevant)*

☐ **Recognition of Prior Learning (RPL applications)**

☐ **Student supervision** *(while in class, on vocational placement or practicum)*

☐ **Issues relating to authorship or intellectual property**

☐ **Other** *(please describe briefly)*

☐ **Other** *(please describe briefly)*

**What are the details of your Complaint?** - Provide a summary of your Complaint, include details such as the location, date, and time, names of any people involved and/or areas of the College involved. Please attach any information or documentation you wish to have considered to support your Complaint.

**What have you done so far to resolve your Complaint?** - Provide any information on the steps you have taken to resolve the issue and why the responses received were not considered satisfactory.

**What do you think needs to be done to address your Complaint?**  
Tell us what you think needs to be done to address the concerns you have outlined in this Complaint.

**Information about Complaints:**

Students must read the IAMA Student Complaints and Appeals Policy and Procedure, before completing and lodging this Complaint Form. You will find the IAMA Student Complaints and Appeals Policy and Procedure under student support then 'Policies' on IAMA website or you can contact the Student Services Manager at our College to discuss the complaint process.

**Declaration:**

I understand that in making this Complaint;

- I have read the IAMA Student Complaints and Appeals Policy and Procedure
- my Complaint will be acknowledged and will be forwarded to the relevant Responsible Officer for managing the Complaint, and
- the information I provide will be treated with appropriate confidentiality and will not be disclosed to a third party unless required for the management of my Complaint or by law.

Signature: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

**Where to lodge your completed Complaint Form:**

Give your completed Complaint Form and any supporting documentation to the Phase 2 Responsible Officer as identified in the Policy, usually the Head of College or delegate at your College, or attach the completed Complaint Form and supporting documentation and Email to: [complaints@imageAMA.nsw.edu.au](mailto:complaints@imageAMA.nsw.edu.au)

**Office Use Only**

Date Received

Receipt Provided ☐

File Number:

College