Use this form to lodge a formal complaint about any matter or appeal a decision made in relation to your enrolment or studies.

➢ Enclose the completed form in the envelope provided to ensure confidentiality.

<table>
<thead>
<tr>
<th>Student Details:</th>
<th>Lodgement Date:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name:</td>
<td>Lodgement Number:</td>
</tr>
<tr>
<td>Student ID:</td>
<td>Date of Birth:</td>
</tr>
<tr>
<td>SAE</td>
<td>Student Email ID:</td>
</tr>
<tr>
<td>Country:</td>
<td></td>
</tr>
</tbody>
</table>

This complaint / Appeal is regarding:

- ☐ My Course
- ☐ My Trainer (S) / Assessor (S)
- ☐ Assessment
- ☐ Learning Environment
- ☐ Facilities
- ☐ Practices, Policies and / or Procedures
- ☐ Other (Please Specify):

Persons Involved

Specify Date of the event which lead to this complaint (If Applicable):

Attempts made to resolve the matter informally:

What is your preferred outcome:

Nature of Complaint / Appeal: (please attach further pages if necessary):
### 8.1 Complaints and Appeals Form

**Part of the Formal Process**

**Level 4, 277 Flinders Lane, Melbourne, VIC 3000**

**5-9 Elizabeth Street, Richmond, Vic -3121**

**P +613 9044 6402 | P +613 84151244 | f +613 8415 1266**

**[www.acumen.edu.au](http://www.acumen.edu.au) | email: info@acumen.edu.au**

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**Date:**

**Student Signatures (Complainer):**

Specify here about any attachments attached with this Form:

<table>
<thead>
<tr>
<th>Section below should be filled in by the Level 2 Officer at Acumen:</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐ Allocated an Officer to look in to these complain.</td>
</tr>
</tbody>
</table>

**Date of meeting with student:**

**Who attended the meeting:**

**What action has been proposed to resolve the matter?**

**Has the matter been resolved to the satisfaction of all concerned?**

**If so, what date was the matter resolved?**

**If there any remedial action required by acumen education?**

☐ Resolved Internally

**Entry into Complains and Appeal register**

**Complain Number:**

☐ Not resolved Went for External appeal

**Comments:**

**Date:**

**Level 2: Name:**

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**Warning - Uncontrolled when printed!**

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**8.1 Complaints and Appeals Form**

**Authorized by: CEO**

**Document Owner: CEO, ©Acumen Education Pty Ltd**

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