



COMPLAINTS AND APPEALS

Any students who wishes to lodge any compliant or appeal are to complete this form and provide any supporting documentation and evidence. All lodgments are to be submitted to Reception for processing. All Complaints and Appeals will be considered and reviewed by the ACM Management Committee with the process commencing within **10 working days** of receipt of the initial lodgment.

All reasonable measures will be undertaken to resolve and finalize the matter as soon as practical. At any scheduled meetings during the complaints or appeals process, each party may be accompanied by a support person of their choice. Appeals must be lodged within **20 working days** of any decision which is being appealed against.

The notification and outcome of any complaint and appeal will include the reason for the decision. If any appeal is in the favor of the student, outcomes may include restoration of the student's academic record. For further information refer to your copy of the ACM Student Handbook for the complete information regarding the Complaints and Appeals process.

SECTION A: PERSONAL DETAILS

Student Name: _____

Student ID: _____

Course Name: _____

Contact Details: _____

SECTION B: DESCRIPTION OF COMPLAINT / APPEAL AND OUTCOME SOUGHT

The information provided on this form is collected for the primary purpose of processing your Complaint or Appeal.

I have read the privacy notice (available at <https://www.atlantis.edu.au/forms-policies/>) and understand the purposes for which my personal information may be used.

I declare that the information I have provided on this form and in support of my application is accurate and complete.

I can seek independent professional advice, advocacy and other support if required.

I would like this Complaint / Appeal to be kept private and confidential.

Student Signature: _____

Date:

ADMINISTRATIVE USE ONLY

ACM Compliant Lodgement Number:

WISENET Updated

Complaints Register Updated

Compliant Processed

Student Notified

Processed by: _____

Date: