

Complaints and Appeals Form

Things you need to know, before you proceed to fill this form:

Prior to completion of this form, please familiarise yourself of the Feedback, Complaints and Appeals Policy and Procedures accessible on NTCA Website and/ or NTCA Student Handbook.

- A Complaint is when you wish to raise concerns or you are dissatisfied with any aspect of the NTCA's services, facilities, peer/ staff conduct, operations, and wants the matter addressed.
- An Appeal is made when you want to request a review of a decision made by NTCA. This can be for:
 - assessment outcomes,
 - course progress decision,
 - disciplinary decision,
 - complaint outcome,
 - another matter
- Complaints should normally be submitted within 7 calendar days of the incident or issue occurring.
- Complaints will be assessed within 10 working days and resolved as soon as practicable, normally within 28 working days. If the process takes longer than 28 working days, you will be informed in writing of the delay and provided with updates.
- Appeals relating to a decision affecting your enrolment can be submitted/ lodged within 20 working days after you receive NTCA notification of any decision or intent.
- **If you require assistance to complete this form (e.g. interpreter, literacy support), please contact the Student Support Officer.**

Section 1 – Personal Details			
Name:			
I am	☐ Student	☐ Other	
Student ID		Mobile	
Email			
Course Currently enrolled (If current student)			
Section 2 – Reason for this Application/ Request			
☐ Complaint		☐ Appeal	
Complaint against ☐ Enrolment Practices or Process ☐ Personal (Student/ NTCA team behaviour or unfair treatment or harassment) ☐ Academic (Resources/ Facilities or Assessment submission) ☐ Privacy (Personal records and information) ☐ Other (Please specify) -		Appeal against ☐ Assessment Outcome ☐ Articulation (Credit Transfer/ RPL Outcome) ☐ Disciplinary Action/ Decision ☐ Complaint Outcome ☐ Financial Decision ☐ Other (Please Specify) -	

Section 3 – Complaints or Appeals Details

<u>Date of Issue/ Decision/ Event/</u>			
<u>Details of the Issue</u> (Please describe clearly what happened, including names, dates, and any relevant background information) Please attach additional pages if required and provide all evidence.			
<u>Steps already taken</u>	Have you tried to address your concerns informally with the NTCA student support team or your trainer/ assessor via face-to-face conversation/ email/ tele conversation? ☐ Yes ☐ No If yes, please provide any evidence of the response received from NTCA team.		
<u>Desired Outcome</u> What outcome or resolution are you seeking?			
Privacy Notice: The information you provide in this form is collected by NTCA for the purpose of investigating and responding to your complaint or appeal. - Your personal information will only be used for managing this process and may be shared with relevant staff or external parties where necessary to resolve the matter or where disclosure is required by law. - For overseas students, information related to your complaint or appeal may also be provided to the Department of Home Affairs, the Tuition Protection Service (TPS), or the Overseas Student Ombudsman, where required under the ESOS Act 2000 and National Code 2018. - Submitting this form will not disadvantage your enrolment status. Your enrolment will be maintained until the process is complete.			
Complainant Declaration: - I understand that this application will be actioned in accordance with NTCA's Feedback, Complaints and Appeals Policy. - I declare that the information provided is true and correct to the best of my knowledge. - By submitting this form, I acknowledge that I have read and understood the Privacy Notice above.			
Signature		Date	

Section 5 – Admin Use Only

(Please ensure that all complaints and appeals are acknowledged in 2 working days and resolved within 28 working days).

Received By		Role	
Date Received		Date Acknowledged	
Action Taken			
Outcome			
Outcome Date			
Complainant/ Appellant notified	☐ Yes ☐ No	Date:	
Complaints and Appeals Register Updated?	☐ Yes ☐ No		
Any CI requirements noted	☐ Yes ☐ No	CI Register Updated	