



Please note that the complaints and appeals should be lodged by the students "as soon as practicable" and as advised in the Complaints and Appeal Policy.

All Students:

For assessment deferrals or re-marks, this form, along with supporting evidence, should be lodged within two (2) working days of the assessment and/or within two (2) working days of when a student receives decision on assessment from their respective trainers and assessor.

International Students:

Appeals against a decision to report a student to the Department of Home Affairs (DHA) must be lodged within 20 working days of the date of issue on the "Notice of Intention to report or cancel Enrolment" sent to the student by Sheffield College (Sheffield).

Sheffield will initiate to assess and investigate your submission within 10 working days of the date of submission and respond with a written statement of the outcome of the complaint once finalized.

Student Name:		Student ID Number:	
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Nature of Complaint or Appeal

Please indicate the nature of your complaint or appeal by ticking (✓) one of the boxes below. Please include as much detail as possible in the space provided (you may write more if you wish, but please ensure any extra writing is clearly labeled and attached to this document). Please ensure that any evidence supporting your complaint or appeal is labeled and submitted with this form. Please submit your completed form and supporting evidence via email, or submit it in person to the Campus Reception at Sheffield campus.

- Enrolment or Marketing Complaint/Appeal
- Academic Standards or Outcomes Complaint/Appeal
- Behavioral or Disciplinary Complaint/Appeal of classroom discrimination
- Contractual or Financial Complaint/Appeal
- Other Complaint/Appeal

Details of Complaint/Appeal: (please use additional page if may required)

Student Signature: _____ Date: ____ / ____ / ____



FOR OFFICE USE ONLY:

Name of SHEFFIELD Representative:

Designation:

Statement received: ____ / ____ / ____

Action taken/outcome and reason for decision:

Comments:

Signature:

Feedback provided to Client/Participant by email on: ____ / ____ / ____

It is recommended that students should read SHEFFIELD's Complaints and Appeals Policy and Procedure before lodging their complaint/ appeal which is published on SHEFFIELD's website and can be accessed at www.sheffield.edu.au