

General Instructions:

- This form is to be used by the current students or current staff who wants to lodge a formal complaint of given decision.
- For the procedure of this application, please refer to the Complaints and Appeals Policy.
- The process begins within 20 working days of the formal lodgment of complaint form.

Information for Student:

- Read and complete the Form in BLOCK letters using a black or blue pen.
- Before lodging a complaint, you are requested to carefully read Complaints and Appeals Policy.
- If you are lodging a complaint, 20 working days will count once form is submitted to receive an outcome.
- You are supposed to attach any supporting documentation relevant to your application.
- Student must submit the form to student support officer in person or by email; studentservices@stc.nsw.edu.au

Please tick (✓) the relevant information

Your Personal Details		Application Details	
First Name:		Please specify Ticket Number No:	
Last Name:			
Student ID: (if STC student)		Reason for Complaint; please tick (✓)	
Address:		☐ Trainer/Staff Member	☐ STC Service(s)
Suburb/Town:		☐ Assessment outcome	
Post Code:		☐ Attendance Records	
Email Address:		☐ Notice of Intention to Report	
Mobile:		☐ Training	
Course Enrolled In:		☐ Others _____	

Complaint Summary

Detail description of complaint (include details of dates and person(s) involved). If you have supporting documentation, please attach it to this application.

Expected Outcome

Do you have a support person who would like to assist you? Please provide details

Name:

Relationship:

Student Declaration

I declare that the information provided in this application is true and I have read the Complaint and Appeal policy and procedure. I understand that I may be asked for the further information and may asked to attend the meeting to discuss my application.

Signature:

Date:

STC Office Use Only

Received By:

Position:

Date:

Acknowledgement sent to student: ☐

Date sent:

☐ Email ☐ In Person

Appeal added to the Complaints/Appeal register: ☐

Date Entered:

Student invited to the Meeting (If applicable): ☐

Date:

Proposed actions identified in the meeting

Student notified of the outcome of the application: ☐ Email ☐ In Person

Date:

Complaint/Appeals Outcome added to the Complaints/Appeal register: ☐

Date Entered:

Does student accept the decision? (If student does not accept decision, he may access to Internal Appeals Process avenues as listed on Complaints and Appeal policy)

☐ Yes ☐ No

For International Students: STC would not report the overseas student through PRISMS for unsatisfactory course progress or attendance until the overseas student has accessed the internal and external complaints handling and appeals process, and the decision or recommendation supports the registered provider.