

Complaints and Appeals Form

Your Details	
Date:	Student ID if applicable:
Your Name:	
Contact Details:	Phone: Address: Email Address:
Do we have your permission to contact you to discuss the Complaint or Appeal	Yes No
Please indicate which of the following applies to you: <ul style="list-style-type: none"> <input type="checkbox"/> Prospective student <input type="checkbox"/> Current student <input type="checkbox"/> Past student <input type="checkbox"/> Workplace or Employer <input type="checkbox"/> Partner Organisation <input type="checkbox"/> Other _____ 	
Please indicate if you are lodging a complaint, appeal or an assessment appeal. <ul style="list-style-type: none"> <input type="checkbox"/> Complaint – Go to Section 1 <input type="checkbox"/> Appeal (unrelated to assessment) – Go to Section 2 <input type="checkbox"/> Assessment Appeal – Go to Section 3 	
SECTION 1 – Complaint	
For complaints and appeals not related to assessment, please complete the following.	
1. Please outline the reasons for your complaint or appeal in as much detail as possible. You may attach additional pages and supporting information as needed.	

2. What outcome are you seeking?

3. Are there particular staff members of MTI who you would like to be involved in the investigation of this complaint?

4. Please make any suggestions you have to resolve this issue.

SECTION 2 - Assessment appeal

For assessment appeals, please complete the following.

1. Which unit and/or task is this appeal in relation to? Please provide as much information as possible including why you feel the result you have been given is not correct

2. Have you approached your Assessor to discuss the assessment outcome? If yes, please provide details of the what occurred

3. Which unit and/or task is this appeal in relation to?

SECTION 3 - Notice to cancel enrolment appeal

Please provide as much detail as possible to support your appeal not to cancel your enrolment with MTI

Please read this carefully:

- I have accessed and followed the MTI's Complaints and Appeals Policy and Procedure.
- The information I have provided is true and correct.
- MTI takes allegations of misconduct very seriously and I understand that making a complaint that is not true or of a defamatory nature could lead to disciplinary action against me by MTI which could include my enrolment being cancelled.
- I agree to provide further information and give full co-operation during the complaint investigation.
- I understand that MTI will conduct the investigation fully and will abide by any final decision they or any external complaints stakeholder make.

Signed:

Date:

/ /

Printed name:

Please return this form using the details below.

Ms. Weifang Ma, CEO

Max Therapy School Pty Ltd T/as

Max Therapy Institute
Level 3, 310 King Street
Melbourne 3000

Phone: (03) 9640 0339

Email: weifang@mti.vic.edu.au