

## Complaints and Appeals Form

Please fill out this form with any supporting evidence and submit as per the option below. A response acknowledging your complaint will be sent back to you via email or phone call within 24 hours and action will be taken according to the PCA Complaints Procedure, outlined in the Student Handbook and online:

[www.pca.edu.au](http://www.pca.edu.au) .

<b>Surname:</b>		<b>Title:</b>	
<b>First Given Name:</b>			
<b>Course title:</b>			
<b>Trainer / Assessor:</b>			
<b>Date of occurrence:</b>			
<b>Reason for your submission:</b>	<b><u>COMPLAINT / APPEAL (tick appropriate box)</u></b>		
	<b>Type of Incident:</b> Complaint <input type="checkbox"/> Appeal <input type="checkbox"/> Assessment Appeal <input type="checkbox"/>  <u>Details of the Complaint/Appeal</u> <div style="border: 1px solid black; height: 60px; width: 100%;"></div>		
<b>Occurrences leading up to this submission:</b>			
<b>What outcomes are you seeking or expect:</b>			
<b>Can we improve our system to avoid these situations in the future:</b>			
<b>Declaration</b>			
I declare that the information I have given on this application is correct. I understand that if I knowingly make any false or misleading statements, my application will be immediately disregarded.			
<b>Applicant Signature:</b>	<b>Date:</b>	<b>Office Use only Date Received:</b>	

**Please complete this form and submit to:**

<b>In Person:</b> Academic Manager	<b>Post:</b> Level 7, 451 Pitt Street, Haymarket NSW 2000	<b>Scan and email to:</b> <a href="mailto:info@pca.edu.au">info@pca.edu.au</a>
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***Privacy Notice: The information provided on this form will be used exclusively to resolve your appeal/complaint. None of the information you provide on this form will be disclosed to anyone outside of this business without your permission, unless we are required to do so by law.***

**PCA Office Use only**

Investigation and Outcome

**1 Details of Investigation**

**2 Resolution**

**3 Closure of Student's Complaint/Appeal and Mutually Satisfactory Outcome**

**This section to be signed by both the student and the Institute staff representative when a mutually satisfactory resolution has been achieved.**

We, \_\_\_\_\_ and \_\_\_\_\_ declare that the resolution described in 1 Details of Investigation above has worked to our mutual satisfaction and both parties agree to close this complaint.

\_\_\_\_\_  
 Student Signature

\_\_\_\_\_  
 Date

\_\_\_\_\_  
 CEO Signature

\_\_\_\_\_  
 Date