

Complaints and Appeals Lodgement Form

As a student here at APSI you have the right to lodge a complaint. Before you decide to submit this form, we encourage you to contact your trainer or our student services manager first to clarify any issues or questions you may have.

If you are still dissatisfied after the consultation, please complete this form and email the completed form to service@apsi.edu.au. Attach any supporting documents to support your complaint/appeal. Please keep a copy of this form for your own record.

To lodge a complaint or an appeal, please complete the following form. If this is an academic appeal academic, this is required to be lodged within 30 days after the final assessment outcome has been made.

Please refer to our **Complaints and Appeals Procedure Flowchart** and **Notice of Intention to Report** under **Policies and Procedures** section on our website [here](#).

SECTION A – Complainant’s Personal Details

APSI Student ID Number	Given/First Name(s)		
	Family Name		
Enrolled Course Name at APSI			Commencement Date
Name of your Trainer/Assessor:			
Did you apply through an APSI authorised agent? <input type="checkbox"/> Yes <input type="checkbox"/> No			
Name of Agent (if yes): (Please note your education agent will be included in any correspondence regarding this lodgement form)			
Do you require any assistant with translation / interpretation? <input type="checkbox"/> Yes <input type="checkbox"/> No			
Please tick the appropriate box in relation to your formal complaint/appeal			
<input type="checkbox"/> Internal Complaint (General) – Processing time within 10 working days			
<input type="checkbox"/> Internal Complaint (Academic) – Processing time within 10 working days			
<input type="checkbox"/> Internal Appeal (General/Fees) – Processing time around 10 working days			
<input type="checkbox"/> Internal Appeal (Academic) – Processing time around 15 working days			
<input type="checkbox"/> External Appeal (Both General and Academic) – Processing time around 28 working days since external organisations are involved			
Please attach supporting documents			
If you are an international student, please refer to the National Code Standard 8 in relation to your complaints and appeals.			
Student Signature		Date of Lodgement	
Received by		Date of Receipt	
*For electronic submission, you must type your full name in the above student signature box. Typing your full name is considered as your formal signature. Email the signed form to service@apsi.edu.au			
APSI Office use:			
Complaint Lodgement recorded on the Register			
Letter of acknowledgement sent			
Complaints Progress Form completed to record further actions regarding this complaint			
Official response recorded			

SECTION B – Details of your Complaint(s) / Appeal / Explanation of Issues *(use extra page if required)*

Details of your Complaint with Desired Outcome with supporting evidences

Empty area for providing details of the complaint, desired outcome, and supporting evidence.