



Complaint Appeal Form

PL040102

Use this form if you wish to make a formal Appeal about a South Metropolitan TAFE complaint process.

The Complaints and Feedback policy (available at <http://www.southmetrotafe.wa.edu.au>) explains how the college can assist you to resolve your concerns. If you are not satisfied with the management of your complaint, you should use this form to lodge a formal appeal within 10 standard business days of the conclusion of the complaints process.

Appeals may be made on the grounds of lack of procedural fairness only. Procedural fairness, also known as natural justice, is a principle of law concerned with the procedures used by the decision maker, rather than the outcome reached. Disagreement with the decision is not sufficient grounds for appeal.

Please complete the following:

Your Details	
Date of Submission	
Student Id Number	
Family Name (Surname)	
First Given Name	
Second Given Name (Middle)	
Address	
Area of Study/Business Area	
Campus	
Date Complaint process was completed	
Complaint Reference Number	
Your Email	
Your daytime telephone number	



Appeals Details
Which aspect of Procedural fairness is your appeal based on?
What evidence do you have to support your appeal?
What is your expectation of lodging this appeal?

In relation to a complaint about the conduct of other people I understand that formal investigation of my complaint requires that the details of my complaint (including my identity) be shared with the person who is the subject of a complaint, so they can respond, as well as with potential witnesses.

Signed: _____ Date: _____
(Appellant)

Please send this form and supporting documents via

Email: feedback@smtafe.wa.edu.au with the subject: **Appeal**

or

Post: Planning & Evaluation
1 Fleet Street
Fremantle WA 6160

Your appeal will be reviewed and advice will be provided to you in writing within 10 standard business days of receipt of your appeal on either of the following:

- a) Your appeal was unsuccessful as there was no procedural irregularity.
- b) Your appeal was successful. In this instance further investigation will be undertaken.

The outcome of the appeal process is final.

If you remain unsatisfied with the outcome, you will be advised of relevant external bodies to contact.