

Student Complaint and Appeal Form

Part A — To be retained by the student

Please use this form if you would like to lodge a complaint or make an appeal about a decision made by the Australian Institute of Management and Technology (AIMT), including but not limited to:

- ☐ Application for admission or enrolment
- ☐ Training delivery, assessment decisions, processes or conditions
- ☐ Recognition of Prior Learning (RPL) or Credit Transfer outcomes
- ☐ Deferral, suspension or cancellation of enrolment
- ☐ Disciplinary action for alleged academic misconduct (e.g. plagiarism, collusion, contract cheating)
- ☐ Disciplinary action for alleged general misconduct (e.g. bullying, harassment, discrimination)
- ☐ Attendance and course progress monitoring
- ☐ Tuition fees and/or other charges
- ☐ Refund decisions
- ☐ Conduct of AIMT staff, trainers/assessors, other students, education agents or third-party service providers
- ☐ Notice of intention to report to the Department of Home Affairs (DHA)
- ☐ Notice of intention to cancel your enrolment
- ☐ Any other decision directly or indirectly affecting you

Formal complaints and appeals are acknowledged in writing within five (5) working days of receipt. Complaints and appeals are generally resolved within twenty (20) working days; appeals against a refund decision must be lodged within fourteen (14) days of the decision and will be handled within that timeframe. Should additional time be required, you will be informed in writing of the reason and the estimated timeframe for completion.

Your complaint or appeal will be handled confidentially, in accordance with the principles of procedural fairness and natural justice. Information will not be released to any third party except where required by law or an Australian Government authority.

You will not be disadvantaged in any way for lodging a genuine complaint or appeal, and you are encouraged to continue attending your classes and participating in your course throughout the process, unless there is a legitimate health, safety or legal reason preventing this.

Throughout the process you may bring a support person to any meeting and may request an interpreter. Once a decision has been made, you will receive a written outcome including the reasons for the decision.

If you remain dissatisfied following completion of AIMT's internal complaints and appeals process, you may seek an independent external review through, for example:

- ☐ Overseas Students Ombudsman (free of charge, for matters relating to overseas students)
- ☐ Australian Skills Quality Authority (ASQA)
- ☐ The relevant state or territory Fair Trading / Consumer Affairs body
- ☐ The Australian Competition and Consumer Commission (ACCC), where applicable

Access to an external review does not remove your right to take action under Australian Consumer Law or seek other legal remedies. For further details, please refer to AIMT's Complaints and Appeals Policy and Procedure, or speak with the Student Support Officer.

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Note: Where an internal or external complaint or appeal process results in a decision that supports the student, AIMT will implement the decision and any corrective action without delay, and advise the student of the outcome.

Part B — Submitted to AIMT via admissions@aimtedu.com.au or in person

Form submitted on:		Received by:	
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2. Personal Details

Student ID:		Student Name:	
Course:			

3. Contact Details

Mobile:		Email Address:	
Residential Address:		Postcode:	
Preferred contact method:	☐ Phone ☐ Letter ☐ Email		

4. Appeal / Complaint Details

Reason for this APPEAL (please tick): ☐ Application for admission or enrolment ☐ RPL / Credit Transfer outcome ☐ Deferment, withdrawal or extension ☐ Assessment outcome — unit: _____ ☐ Disciplinary action taken against you ☐ Attendance / course progress ☐ Tuition fees and/or other charges ☐ Refund of fees ☐ Notice of intention to report to DHA ☐ Notice of intention to cancel enrolment ☐ Other (please specify): _____	Reason for this COMPLAINT (please tick): ☐ Trainer / Assessor (please provide name): _____ ☐ Non-academic staff member (please provide name): _____ ☐ Education agent / third-party provider (please specify): _____ ☐ Services (please specify): _____ ☐ Other (please specify): _____ Have you complained about this issue before? ☐ Yes, date: _____ ☐ No
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5. Appeal / Complaint Summary

Please outline the reasons for your appeal/complaint and attach any evidence to support this form.

Attach additional pages/evidence as necessary.

6. Presenting Your Case

Would you like to present your case in person? ☐ Yes ☐ No

If yes, would you like a support person present at the meeting? ☐ Yes ☐ No

7. Acknowledgement

All information provided is true and correct to the best of my knowledge.

Name:		Signature:		Date:	
I am willing to attend a hearing with the Student Support Officer and/or a member of AIMT's management if required.					☐ Yes ☐ No

8. Privacy Notice

The information provided on this form will be used exclusively to resolve your complaint or appeal. None of the information you provide will be disclosed to anyone outside AIMT without your permission, unless AIMT is required to do so by law. A written record of your complaint/appeal, including the outcome and reasons, will be retained in accordance with AIMT's Records Management Policy and Privacy Policy.

9. Office Use Only

Copy of this form and any supporting evidence forwarded to admissions@aimtedu.com.au	☐ Yes
Copy of this form and any supporting evidence uploaded to the student's file / WiseNet	☐ Yes
Recorded in AIMT's Complaints and Appeals Register	☐ Yes