nait

National Australian Institute of Technology

Complaint or Appeal Form

Instructions to Applicants

Please type or use BLOCK LETTERS when completing this form. Return the completed form to:

National Australian Institute of Technology Pty Ltd

373-375 Bridge Rd, Richmond, Victoria 3121, Australia

Telephone: +61 3 94281615 Email: info@nait.edu.au | www.nait.edu.au

Personal Details

☐ M ☐ F

Family Name _____ Given Name(s) _____ Sex

Student ID (if relevant) _____ Course Enrolled

Home Phone _____ Mobile Number _____ Email Address

Address _____

Suburb / Town / Country _____ Postcode

I am a:

☐ Student
☐ Parent
☐ Employer
☐ Other (Please specify) _____

Type of Complaint or Appeal

☐ **Enrolment** (marketing material, recruitment by agent, application/ enrolment / induction procedures)

☐ **Personal** (student behaviour, harassment or unfair treatment)

☐ **Education** (facilities, assessment results, assessment quality, progression, curriculum, staff qualifications, award issuance)

☐ **Articulation** (recognition of external qualification or institute)

☐ **External** (Complaint or Appeal not related to education e.g.: noise, parking, student behavior)

☐ **Financial**

☐ **Appeal** (against internal decision)

☐ **Privacy** (handling personal information, access to personal records)

☐ **Student Support/Other (Please specify)** _____

Complaint or Appeal details

Please provide a specific detail of what your Complaint or Appeal is about, and when the matter(s) involved occurred. Providing as much detail as possible will assist us in investigating your Complaint or Appeal. If necessary, you may attach extra pages or material to this form.

_____
_____
_____
_____
_____
_____
_____
_____

Have you previously been enrolled at NAIT?   YES   ☐   NO   ☐

If yes, when? _____

Who dealt with the matter? _____

What was the result? _____

Applicant's Signature   Date:

Privacy Note: The information in your Complaint or Appeal, including your name, will be disclosed to the relevant staff member concerned during the course of investigating your Complaint or Appeal. If you do not include your name and address details, we will not be able to respond to your Complaint or Appeal. Please mail this form to 373-375 Bridge Rd, Richmond, Victoria 3121 or hand it in at your college reception/student services desk.

For Office Use only

Received By: Date:

Entered into Complaint or Appeal Register (SMS) By: Date: