

## FORMAL COMPLAINTS AND APPEALS LODGEMENT FORM

**Note:** Complaints and appeals will be responded to within the framework of CG Spectrum Institute's *Student Grievances and Appeals Policy and Procedure*

### 1. Student Details

<b>Student ID:</b>	<b>Date of Birth:</b>
<b>Student Full Name:</b>	
<b>Address:</b>	
<b>Email:</b>	<b>Telephone:</b>

### 2. Unit of Study Details

<b>Course Code:</b>	<b>Course:</b>
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### 3. Complaint or Grievance

If your matter relates to an appeal of a decision of CGSI, please go to section 4.

<b>Complaint or Grievance Type</b> (Please mark appropriate box)	<input type="checkbox"/> <b>Admission</b> <input type="checkbox"/> <b>Unit Content, Delivery and/or Assessment</b> <input type="checkbox"/> <b>Facilities/Environment or Resources</b> <input type="checkbox"/> <b>Provision of Services</b> <input type="checkbox"/> <b>CGSI Decision. Please state: _____</b> <input type="checkbox"/> <b>Discrimination, Bullying Victimisation or Harassment</b> <input type="checkbox"/> <b>Suspension or Termination from CGSI</b> <input type="checkbox"/> <b>Privacy Breach</b> <input type="checkbox"/> <b>Fees</b> <input type="checkbox"/> <b>Other. Please state: _____</b>
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**Details of your complaint or grievance:**

If the space provided in this form is not sufficient, please attach a separate page to outline your complaint or grievance.

**Have you tried to resolve the complaint informally?**

(Please mark appropriate box)

Yes

No

**If you answered "Yes" to the above, please provide details of your attempt to resolve the complaint.**

(For example, you need to provide us all the important information relating to your attempt to resolve the complaint, including the name of persons you contacted, the dates you contacted them, what was the outcome of that contact, and why was the outcome not satisfactory).

If the space provided in this form is not sufficient, please attach a separate page to outline your response.

**What outcome are you seeking?**

If the space provided in this form is not sufficient, please attach a separate page to outline your response.

#### 4. Appeal

**Nature of Appeal**

(Please state the decision you are seeking to appeal and the date of the decision).

**Details of the grounds for your appeal:**

If the space provided in this form is not sufficient, please attach a separate page to outline your response.

**What outcome are you seeking?**

If the space provided in this form is not sufficient, please attach a separate page to outline your response.

## 5. Supporting Information and Documentation

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Please attach supporting information and documentation for your complaint or appeal.

## 6. Student Acknowledgment

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By submitting this form, you acknowledge that:

- the information you provide is true to the best of your knowledge, that it accurately represents the facts of your circumstances and includes all details relevant to your complaint or appeal to CG Spectrum Institute (**CGSI**);
- to the best of your knowledge, you have not withheld any information, which is relevant for consideration of CGSI; and
- providing incorrect or incomplete information may delay the processing of your complaint or appeal.

## 7. Privacy Statement

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CGSI recognises the importance of your privacy and is committed to protecting your personal information from unauthorized use and disclosure, except where permitted by law. By submitting this form, you consent to the disclosure of your personal information (including any sensitive information) to CGSI for the purposes of reviewing and considering your complaint or appeal.

For more information about how we collect, handle, store and disclose personal information, please refer to our [Privacy Policy](#).

## 8. Signature

Student's signature \_\_\_\_\_ Date: / /

Submit your form by email to [admin@cgspectrum.institute.com](mailto:admin@cgspectrum.institute.com)

Submit your lodgement form within ten (10) days of the event or decision which is the subject of your complaint or appeal, by email to [admin@cgspectrum.institute.com](mailto:admin@cgspectrum.institute.com)

**Office Use Only**

<b>Date Received:</b>	<b>Date referred:</b>
<b>Processed by:</b>	
<b>Notes:</b>	