



STUDENT COMPLAINT FORM

PERSONAL DETAILS (as shown on passport)

Family Name			
Given Names		Student Number	
Address in Australia			
Phone		Email	
Details of the Complaint. Please attach separate pages and supporting evidence (if required)			
Signature		Date	



STUDENT COMPLAINT FORM

OFFICE USE ONLY

(Within 2 working days of the complaint being made)

AMA College acknowledges receipt of this complaint.

An investigation of the complaint will commence within 10 working days of the date recorded on this form, in accordance with AMA College's Complaints Policy.

The Student Support Manager or General Manager will conduct the investigation of the complaint in a professional, fair and transparent manner, and will finalise the outcome as soon as practicable.

AMA COLLEGE ACKNOWLEDGEMENT

AMA College Representative			
Position			
Signature		Date	

(Within 2 working days of the complaint being made)

Student Complaint Form recorded on the complaints register	<input type="checkbox"/> Yes <input type="checkbox"/> No	Date	
Student received written acknowledgement	<input type="checkbox"/> Yes <input type="checkbox"/> No	Date	

(Within 10 working days of the complaint being made)

Assessment of the complaint has been commenced	<input type="checkbox"/> Yes <input type="checkbox"/> No	Date	
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(Within 10 working days of concluding the internal review)

Assessment of the complaint has been completed	<input type="checkbox"/> Yes <input type="checkbox"/> No	Date	
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Outcome (including detailed reasons for the outcome and any continuous improvement action)	
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STUDENT ACKNOWLEDGEMENT

Outcome has been provided to the student	<input type="checkbox"/> Yes <input type="checkbox"/> No	Date	
Student is satisfied with the outcome	<input type="checkbox"/> Yes - <u>Complaint is resolved</u>		
	<input type="checkbox"/> No – student will access The Overseas Students Ombudsman: http://www.ombudsman.gov.au/about/overseas-students		
Student Signature		Date	

AMA COLLEGE ACKNOWLEDGEMENT

AMA College Representative			
Position			
Signature		Date	

Original to Student File / Copy to Complaint File	<input type="checkbox"/> Yes <input type="checkbox"/> No	Date	
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STUDENT COMPLAINT FORM

STUDENT COMPLAINT PROCESS

AMA College has a Complaints Policy which ensures that its students have free and easily accessible information about its access and use, and that all complaints are dealt with in a constructive and timely manner, at no cost to the student.

AMA College will respond to any complaint made by a student, regarding their dealings with the AMA College, AMA College's education agents or any related party which AMA College has an arrangement with to deliver a student's course or related services.

Complaints Process

Where an issue arises, students are encouraged to enter into an informal complaint process through informal discussion and conciliation, with either their lecturer, or with AMA College's Student Support Office. The AMA College Student Contact Officer will evaluate the complaint, and in instances where the complaint may be resolved within their area of authority and responsibility, resolve the matter informally and face to face with the student.

If the student is not satisfied with the proposed resolution from the informal complaint process, or they elect to bypass those discussions, then they may formalise the complaint by submitting it in writing to the AMA College Student Support Manager. Complaints must be lodged on a Student Complaint Form, available from AMA College's Student Support Office.

The receipt of the Student Complaint Form will be formally recorded on the Complaints Register by the Student Contact Officer, who will also provide written acknowledgement to the student within 2 business days, advising that the assessment of the complaint will commence within 10 working days of it being made in accordance with AMA College's Complaints and Appeals Policy, and finalise the outcome as soon as practicable.

Where appropriate, complaints will be resolved by the Student Support Manager. If however the Student Support Manager is unable to review the complaint in an impartial way, or have been directly involved in the matter under complaint, it will be referred to the General Manager Vocational Education and Training.

The Student Support Manager or General Manager Vocational Education and Training will conduct an investigation of the complaint in a professional, fair and transparent manner, and will ensure the student is given an opportunity to formally present their supporting evidence at minimal or no cost. The student may be accompanied and assisted by a support person at any relevant meetings, although the student will be responsible for any costs involved in the participation of another person.

The Student Support Manager will ensure that the overseas student is given a written statement of the outcome of the internal investigation of the complaint, including detailed reasons for the outcome, within 10 working days of concluding the internal review.



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The Student Support Manager will also advise the student that, if they are not satisfied with the outcome of the complaint or the process undertaken to resolve the complaint, they have the right to access an external complaints handling and appeals process at minimal or no cost. External complaints should be directed to The Overseas Students Ombudsman:

<http://www.ombudsman.gov.au/about/overseas-students>

Outcomes of complaints and appeals

Where the internal or external complaint or appeal process results in a decision or recommendation in favour of the student, AMA College will immediately implement the decision or recommendation and/or take the preventive or corrective action required by the decision, and advise the student, in writing, of that action.

The College Student Support Manager will document appropriately all discussions and meetings with the student, and keep a written record of the complaint or appeal, including a statement of the outcome and the reasons for the outcome.



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COMPLAINTS PROCESS FLOWCHART

The flowchart below provides a visual concept of the Complaints Process.

