

Feedback and Complaints Form

Personal Details:	
Full Name:	
Position of Complainant:	
Phone No:	
Email:	
Address:	
If the complainant is a student, please provide the following details:	
Student ID:	
Course Name:	
USI no:	
Date:	
Feedback Details This section may be used to provide general feedback, suggestions for improvement, or to raise concerns.	
Feedback type: ☐ Positive feedback ☐ Suggestion for improvement ☐ Concern regarding service delivery ☐ Other (please specify)	
Feedback summary: 	
How do you believe this feedback can contribute to improvement? 	

Complaint Details

Date the cause of complaint occurred: _____

Reason for the complaint:

- ☐ Academic matters (teaching, assessment, course content)
- ☐ Student services or support
- ☐ Fees, refunds, or financial matters
- ☐ Behaviour or misconduct
- ☐ Other, please specify

Have you complained about the issue before?

- ☐ Yes (If yes, please give the date, the complaint was lodged, Date: _____)
- ☐ No

Complaint Summary

(Please give a detailed explanation of the complaint and attach any supporting evidence. Also, provide explanation on how you believe this complaint can be resolved)

Declaration

(Complainant's information will remain confidential, protected and will only be utilised in accordance with Blue Ridge College's Privacy Policy)

- ☐ All the information provided in this form is correct and accurate to the best of my knowledge.
- ☐ I am happy to attend any meeting with relevant persons required to resolve the issue.
- ☐ I understand that if I am dissatisfied with the decision after the internal appeal procedures, I can seek assistance from an external complaints handling body, i.e., Commonwealth Ombudsman, free of cost.
- ☐ I acknowledge that any feedback I have provided will be considered in the Blue Ridge College continuous improvement processes and may contribute to improvements in services or operations.

Signature: _____ Date: _____

*OFFICE USE: (*marked items to be filled up by staff or complaint handling party)	
*Receiving staff member:	
*Date:	
*Method of lodgment	☐ Email ☐ Mail ☐ In Person
*Name of the members empaneled to resolve the issue	
*Actions proposed by the panel/ determined resolution	
*Implementation of Proposed action by:	☐ Continuous improvement Request. ☐ Counselling by the relevant persons. ☐ Change of any service or member. ☐ External Counselling agency ☐ Referred to: ☐ Other (Please specify)
Feedback logged in Continuous Improvement Register:	☐ Yes ☐ No
Improvements/changes implemented:	
Date of Resolution	
*Outcome	☐ Successful ☐ Unsuccessful
*Method to communicate the outcome	☐ Email

with the complainant	☐ Mail ☐ In Person
*Response of complainant	☐ Agrees and accepts the decision made by the panel (The student signs the acceptance, and the record is placed in the student's admin file) ☐ Disagrees and unhappy (Blue Ridge College will contact the student to help him/her access services of the Commonwealth Ombudsman)

Declaration by Complainant (Please read and tick before signing it):

☐ I acknowledge that the outcome of the complaint lodged by me has been informed to me.
☐ I acknowledge that any feedback I have provided has been recorded and may be considered in Blue Ridge College's continuous improvement processes.
☐ I agree with the decision made by the panel, and I am happy to accept it.

OR

☐ I disagree with the decision made by the panel and would like to escalate it to an external body, and I have been advised of all the required information in this regard.

Signature: _____

Date: _____

Blue Ridge College's Representative

Name: _____

Signature: _____

Date: _____