OIHE
Ozford Institute of Higher Education

COMPLAINT & APPEAL FORM

This form is intended to help you define what your concern is and tell us the actions you have taken to try and resolve it. It will also guide you in the types of information needed to support your complaint or appeal.

1. Type of submission

☐ Complaint ☐ Internal appeal

2. Your Details

First name

Family name

student (student number)

Email address

Contact number

Address

☐ Domestic student ☐ International student ☐ Under 18 years of age*

3. Concern Category

☐ Student Marketing or Administration ie Marketing, Education Agents, Enrolment, Fees etc.

☐ Student Services

☐ Learning or library resources

☐ Staff or Student behaviour

☐ ICT ie equipment, services, computer labs etc.

☐ Security/Facilities

☐ Privacy

☐ Other: details

4. Details of your concern or appeal

Clearly set out the details of your concern. Please include background information, dates, times,

If this is an appeal, identify the decision being appealed, its date, and the reasons for your appeal:

What steps have you already taken? List any steps you have already taken, including who you spoke to.

Briefly state the outcome or actions that you would like Ozford to take

5. Supporting evidence

What evidence do you have to support your concern? List and attach any evidence you have including relevant correspondence, emails, media, images or documents.

6. Declaration and submission

I confirm the information provided is accurate to the best of my knowledge. I understand that Ozford may contact me for clarification or further information.

Name

Signature (type full name)

Date

Submission

Email the completed form and attachments to oihess@ozford.edu.au.

Ozford will process the matter under its applicable complaints and appeals procedures.

Please retain a copy for your records.