



International Institute of Business & Information Technology

Complaints and Appeal Form

Student ID Number

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Personal Details: Title Given Name
Other Name Family Name
Date of Birth / /

Contact Details: *(In Australia) (Must not be a PO Box. All communication from IIBIT will be mailed to this address)*

Suburb

State Post Code Country

Email

Mobile Other

Complaints AND Appeal Details
Complaints Appeal Relates to:

Academic Matter

Non-Academic Matter

Please provide a statement giving full details of your complaint/appeal
Your statement should include the following information:

- Name and title of people involved
- Dates and times of events
- The name of people or organization you have approached in relation to your complaint/appeal
- The effect the complaint/appeal has had on you

Copies of any documents relating to your complaint/appeal (e.g. witness statements)

STUDENT DECLARATION
Have you?
Identified the type of complaint or appeal: Yes No

Attached relevant supporting documentation: Yes No

If you have answered NO to either of the above, please note that your application will not be assessed until the appropriate documentation is provided.

1. I have read the IIBIT's Complaint and Appeal Policy and Procedure
2. I declare that the information provided by me is true and complete. I acknowledge that the provision of incorrect information or the withholding of relevant information relating to my application may delay the processing of my application.
3. I understand that IIBIT might amend my CoE details on PRISMS as appropriate and that I need to contact DIAC to discuss my circumstances.

Declaration: I declare that the information provided and submitted by me on this form along with any supporting documents is accurate in all respects. I acknowledge that the provision of incorrect information may result in the termination of my enrolment with IIBIT. I declare that I have read and understand the Refund Policy and Procedure as it relates to this application.

Signature

Date

D	D	/	M	M	/	Y	Y	Y	Y
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Office Use Only:

Date Complaint and Appeal From Received:

Date Acknowledgement letter sent to student:

Date

D	D	/	M	M	/	Y	Y	Y	Y
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(Must be within 5 working days)

Complaint handling record sheet completed

Campus Manager/Nominated Officer

Date

D	D	/	M	M	/	Y	Y	Y	Y
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Signature

Notice of decision sent to student (max 10 working days)

Date

D	D	/	M	M	/	Y	Y	Y	Y
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Student Services: Staff