COMPLAINTS & APPEAL FORM

Use this form to make a formal complaint, or to appeal an assessment result or any other decision of Evolve College. You may first talk to your Trainer/Assessor, but you do not have to. There is no fee, and lodging a complaint or appeal will not affect your enrolment.

HOW TO LODGE

- Email the completed form, with any supporting documents, to the Student Services Team at evolve@evolvecollege.com. If your matter is sensitive, mark it **Confidential – Executive Management** and it will go directly to Executive Management.
- **Appeals** must be lodged within 5 working days of being told of the result or decision.
- You may bring one support person to any meeting about your complaint or appeal.

WHAT HAPPENS NEXT

- We will confirm we have received your form and record it on our register.
- **Complaints:** the Executive Manager Operations will respond in writing within 15 working days of receiving all relevant information. If you are not satisfied, you can ask (within 5 working days) for it to go to the Executive Manager Governance and General Counsel.
- **Appeals:** an assessment is reviewed by another Trainer/Assessor, and any other decision by the Executive Manager Operations, with the outcome within 10 working days. If you are not satisfied, tell the Student Services Team within 5 working days to take it further.
- You will receive the outcome in writing, with reasons. If it will take longer than 60 days, we will tell you why and keep you updated.
- If the matter is still not resolved, you can ask for an external mediator (we pay for one session of up to 2 hours) and then complain to the Australian Skills Quality Authority (asqa.gov.au). VET Student Loan matters can go to the VET Student Loans Ombudsman (ombudsman.gov.au).
- To ask for a review of a decision about re-crediting your HELP balance, use the *Student Review Policy and Procedure* instead of this form.

Full details are in the *Complaints and Appeals Policy and Procedure* at www.evolvecollege.com/policies.

Privacy: We use the information on this form only to deal with your complaint or appeal. It is kept securely, seen only by the staff who need to handle it, kept for at least five years, and handled in line with our *Privacy Policy and Procedure*.

SECTION A: YOUR DETAILS			
Student ID:		Date:	_____ / _____ / _____
Given name/s:		Family name:	
Course:		Trainer/Assessor (if relevant):	
Address:			
Phone:		Email:	

SECTION B: YOUR COMPLAINT OR APPEAL
This is (tick one): ☐ A complaint ☐ An appeal of an assessment result – unit/assessment: _____ ☐ An appeal of another decision – decision: _____ For an appeal, date you were told of the result or decision: _____ / _____ / _____ ☐ Please treat this as **confidential** (Executive Management)
Have you discussed this with your Trainer/Assessor? ☐ Yes – date: _____ / _____ / _____ ☐ No
Please describe your complaint or appeal fully, including any relevant background and anything you have already done to try to resolve it:
What outcome would you like?
Number of extra pages or documents attached: _____

DECLARATION	
By signing below, you declare that:	The information I have provided is true and complete to the best of my knowledge.
Signature:	
Date:	_____ / _____ / _____

OFFICE USE ONLY	
Date received / acknowledged:	_____ / _____ / _____ / _____ / _____ / _____
Recorded on:	☐ Complaints Register ☐ Appeals Register Ref: _____
Handled by / stage:	Name: _____ ☐ Stage 1 ☐ Stage 2 ☐ Mediation
Outcome and reasons:	
Outcome sent in writing:	_____ / _____ / _____ Over 60 days? ☐ Yes (student told why) ☐ No
Corrective action logged:	☐ Yes – Continuous Improvement Register ☐ Not needed

Version V26.01. Approved November 2026. Next review: November 2027. Replaces the Complaints and Appeals Form V17.02.
Related documents: Complaints and Appeals Policy and Procedure, Student Review Policy and Procedure, Privacy Policy and Procedure.