

Sunshine College of Management Pty Ltd



18 Withers Street Sunshine Victoria 3020
Tele +61 3 9311 5180; Fax +61 3 9312 7625
E-mail: info@scm.vic.edu.au
Website: scm.vic.edu.au

Complaints and Appeals Form

This form can be used for:

General Complaints

Complaints & appeals against academic assessment;
Appeals against the notification of intention to cancel COE;
Appeals against the result of an application for special consideration in relation to an individual student;
Appeals against the application for suspension/deferment/cancellation of enrolment;

Please note:

- You should read the complaints and appeal policy when completing this form
- Complaints and appeals will be dealt with in accordance with SCM's Policy & Procedure
- Any supporting documents relevant to your complaint or appeal should be attached to the form
- **Processing time is 10 working days from the date of receipt**

Personal Details		
Family Name:		Gender: Male <input type="checkbox"/> Female <input type="checkbox"/>
Given Name:		Date of Birth:
Address:	Suburb/City:	Post Code:
Student ID No:	Contact No:	
Email:		
Course:		

Reason for Complaint:

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Reason for Appeal:

Student Declaration:

- I have read and understand Sunshine College of Management Pty Ltd policy in relation to complaints and appeals
- I confirm the information provided is true and correct.
- I understand that I may be required to meet with the College (CEO/Compliance Officer) for further discussions
- I understand I will be informed of the outcome of this in writing including the reasons for the outcome.

OFFICE USE ONLY

Application received by: _____ Date: __/__/__

Supporting Documentation Attached: Yes No

Outcome: Approved Not Approved

Summary of outcome

Compliance Officer Signature: _____

Application outcome processing

Notification sent to student __/__/__