

FORMAL COMPLAINTS AND APPEALS LODGEMENT FORM

Note: Complaints and appeals will be responded to within the framework of CG Spectrum Institute's *Student Grievances and Appeals Policy and Procedure*

1. Student Details

Student ID:	Date of Birth:
Student Full Name:	
Address:	
Email:	Telephone:

2. Unit of Study Details

Course Code:	Course:
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3. Complaint or Grievance

If your matter relates to an appeal of a decision of CGSI, please go to section 4.

Complaint or Grievance Type (Please mark appropriate box)	☐ Admission ☐ Unit Content, Delivery and/or Assessment ☐ Facilities/Environment or Resources ☐ Provision of Services ☐ CGSI Decision. Please state: _____ ☐ Discrimination, Bullying Victimisation or Harassment ☐ Suspension or Termination from CGSI ☐ Privacy Breach ☐ Fees ☐ Other. Please state: _____
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Details of your complaint or grievance:

If the space provided in this form is not sufficient, please attach a separate page to outline your complaint or grievance.

**Have you tried to
resolve the complaint
informally?**

(Please mark appropriate
box)

☐ Yes

☐ No

If you answered “Yes” to the above, please provide details of your attempt to resolve the complaint.

(For example, you need to provide us all the important information relating to your attempt to resolve the complaint, including the name of persons you contacted, the dates you contacted them, what was the outcome of that contact, and why was the outcome not satisfactory).

If the space provided in this form is not sufficient, please attach a separate page to outline your response.

What outcome are you seeking?

If the space provided in this form is not sufficient, please attach a separate page to outline your response.

4. Appeal

Nature of Appeal

(Please state the decision you are seeking to appeal and the date of the decision).

Details of the grounds for your appeal:

If the space provided in this form is not sufficient, please attach a separate page to outline your response.

What outcome are you seeking?

If the space provided in this form is not sufficient, please attach a separate page to outline your response.

5. Supporting Information and Documentation

Please attach supporting information and documentation for your complaint or appeal.

6. Student Acknowledgment

By submitting this form, you acknowledge that:

- the information you provide is true to the best of your knowledge, that it accurately represents the facts of your circumstances and includes all details relevant to your complaint or appeal to CG Spectrum Institute (**CGSI**);
- to the best of your knowledge, you have not withheld any information, which is relevant for consideration of CGSI; and
- providing incorrect or incomplete information may delay the processing of your complaint or appeal.

7. Privacy Statement

CGSI recognises the importance of your privacy and is committed to protecting your personal information from unauthorized use and disclosure, except where permitted by law. By submitting this form, you consent to the disclosure of your personal information (including any sensitive information) to CGSI for the purposes of reviewing and considering your complaint or appeal.

For more information about how we collect, handle, store and disclose personal information, please refer to our [Privacy Policy](#).

8. Signature

Student's signature _____ Date: / /

Submit your form by email to student.engagement@cgspectrum.com

Submit your form within ten (10) days of the event or decision which is the subject of your complaint or appeal, by email to student.engagement@cgspectrum.com

Office Use Only

Date Received:	Date referred:
Processed by:	
Notes:	