



Complaints & Appeals Form

Purpose

This form is used by students to lodge a formal complaint or appeal regarding any matter they perceive as offensive, unfair, discriminatory, or detrimental to their training experience at ELAN COLLEGE. It supports compliance with **Outcome Standard 2.7 (Feedback, Complaints and Appeals)**.

Instructions for Students

1. Complete all required fields honestly and accurately.
2. Provide a detailed description of the complaint or appeal and attach relevant evidence.
3. Sign and date the declaration.
4. Submit the form to the Student Support Officer or via: : elancollegeaustralia@gmail.com
5. You will receive a written acknowledgement within 5 business days, and the matter will be resolved per RTO policy.

Student Details	
Name:	
Student ID:	
Course:	
Reason for or Nature of Complaint	
Your Complaints Details (Please provide as much details as possible)	<i>Note: Attach any supporting documents with this form as applicable</i>
Student Declaration & Signature	



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All the information I have provided in this form is true and accurate. I also understand that this complaint will be dealt with according to ELAN COLLEGE relevant Codes of Conducts, policies and procedures.

Sign:

Date:

ADMIN use only:

Matter Referred to	☐ CEO	☐ Course Coordinator
	☐ Academic manager	☐ Appeals Committee
Comments of the Person Receiving the Form and Suggested Action		
Signature		Date:

Please handover this form at reception desk of ELAN COLLEGE Suite 2, Level 6, 190 Queen Street, Melbourne VIC 3000 || Phone: +61 433 549 009 || Email: elancollegeaustralia@gmail.com