

Sydney International Institute Pty Ltd

T/A Sydney International Business College
ABN No: 40 602 418 815 RTO No: 41182 CRICOS No.: 03504G
Sydney: Level 5 & Level 7, 307 Pitt Street, Sydney NSW 2000
Melbourne: Level 2, 520 Collins Street, Melbourne VIC 3000
Phone: 02 9264 4438 (Sydney) 03 9629 4770 (Melbourne)
Email: info@sibc.nsw.edu.au Website: www.sibc.edu.au

Complaints and Appeals Form

Student Details				
Complainant / Appellant Name				
Date of Complaint / Appeal				
Email				
Phone / Mobile Number	MOITA	AL BUO		
Type of Complaint / Appeal	Complaint against: (tick applicable one/s)			
	☐ The College	☐ Trainer and Assessor	☐ Other staff	
	☐ Third-party	☐ Another student	☐ Work placement organisation	
	☐ Others (<i>please sp</i>	ресіту)		
	Appeals against: (tic	k applicable one/s)		
	☐ Assessment decision/s	☐ Enrolment decision/s	☐ Complaints outcome decision/s	
	☐ Others (<i>please sp</i>	pecify)		
Hove you discussed and	□ V			
Have you discussed and resolved the issue with the staff member/s	□ Yes	□ No		
involved informally?				
Details of Complaint / Appeal				
(please describe your complaint or appeal and add more space if required)				



Sydney International Institute Pty Ltd
T/A Sydney International Business College
ABN No: 40 602 418 815 RTO No: 41182 CRICOS No.: 03504G
Sydney: Level 5 & Level 7, 307 Pitt Street, Sydney NSW 2000
Melbourne: Level 2, 520 Collins Street, Melbourne VIC 3000
Places 03 0364 4438 (Sydney) 03 6600 4770 (Melbourne VIC) **Phone:** 02 9264 4438 (Sydney) 03 9629 4770 (Melbourne)

	Email: info@sibc.nsw.edu.au Website: www.sibc.ed
Note: submit your complete	ed Complaints and Appeals Form to info@sibc.nsw.edu.au.
Office Use Only	
Complaint / Appeal acknowledged within 3 calendar days using Complaints and Appeals Acknowledgement Letter	□ Yes □ No SIBC
Complaint / Appeal is assessed within 10 days of the receipt	☐ Yes ☐ No
All parties involved are given the opportunity to be heard	□ Yes □ No
Complaints/Appeals are discussed in the Q&C Meeting	□ Yes □ No
Finalise the complaint/appeal within twenty (20) working days?	□ Yes □ No
Do you need more than 60 calendar days to process and finalise the decision?	 ☐ Yes ☐ No If Yes, have you: Informed the complaint / appellant in writing using Complaints
	and Appeals Email Template, outlining why such timeframe is required? ☐ Yes ☐ No

Kept the complainant / appellant updated every two weeks on the progress of the matter? \Box Yes \qed No



Sydney International Institute Pty Ltd

T/A Sydney International Business College
ABN No: 40 602 418 815 RTO No: 41182 CRICOS No.: 03504G
Sydney: Level 5 & Level 7, 307 Pitt Street, Sydney NSW 2000
Melbourne: Level 2, 520 Collins Street, Melbourne VIC 3000
Phone: 02 9264 4438 (Sydney) 03 9629 4770 (Melbourne)
Email: info@sibc.nsw.edu.au Website: www.sibc.edu.au

Record outcome of the meeting here (add more space if required)	ATIONAL BOOK
Notify the outcome to the complainant/appellant within 5 business days of the decision being made using Complaints and Appeals Outcome Email Template?	□ Yes □ No
Enter the outcome into a Continuous Improvement Register	□ Yes □ No
Action any corrective actions?	□ Yes □ No
Secure all written records including the complete form, outcomes and detailed reasoning in the Student Management System?	□ Yes □ No