

COMPLAINTS AND APPEALS FORM

ABOUT THIS FORM

This form is to be used to make a formal complaint or appeal regarding any aspect of the services provided by IOIS, including concerns about staff, another learner, or a third-party delivering services on our behalf. It may also be used to dispute an assessment decision (assessment appeal). Please provide as much detail as possible, including supporting evidence, to assist us in resolving your complaint or appeal efficiently.

STUDENT DETAILS

NAME	
ADDRESS	
EMAIL ADDRESS	
PHONE	

COMPLAINT OR APPEAL DETAILS

Please describe your complaint or appeal, including as much information as possible including relevant dates and persons involved. Attach any supporting evidence and reference them in your description.

What would you like the outcome of this complaint or appeal to be?

Include any other comments.



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DECLARATION

I declare that the information provided by me to the best of my knowledge is accurate and truthful and can be used to investigate the complaint or appeal.

SIGNATURE	
DATE	

Please submit this form to our office via email or post.