



NEC COMPLAINT/ APPEAL LODGEMENT FORM

Feedback from students is of utmost importance to NEC. It helps NEC to evaluate and improve its processes and procedures and strive for excellence.

Please note that the complaints and appeals should be lodged by students “as soon as practicable”:

All Students:

For assessment deferrals or re-marks, this form, along with supporting evidence, should be lodged within two (2) working days of the assessment and/or within two (2) working days of when a student receives decision on assessment from their respective trainers and assessor.

International Students:

Appeals against a decision to report a student to the Department of Immigration must be lodged within 20 working days of the date of issue on the “Notice of Intention to Cancel Enrolment” sent to the student by NEC.

NEC will assess and investigate your submission and respond with a written statement of the outcome of the complaint or appeal within ten (10) working days of the date of submission.

Student Name: _____ **Student Number (NEC ID):** _____

Nature of Complaint or Appeal

Please indicate the nature of your complaint or appeal by ticking (✓) one of the boxes below. Please include as much detail as possible in the space provided (you may write more if you wish, but please ensure any extra writing is clearly labelled and attached to this document). Please ensure that any evidence supporting your complaint or appeal is labelled and submitted with this form. Please submit your completed form and supporting evidence via email, or submit it in person to the Campus Reception or Administration personnel at NEC campus.

- Enrolment or Marketing Complaint/Appeal
- Academic Standards or Outcomes Complaint/Appeal
- Behavioural or Disciplinary Complaint/Appeal of classroom discrimination
- Contractual or Financial Complaint/Appeal
- Other Complaint/Appeal



Details of Complaint:

Student Signature: _____ **Date:** ___/___/___

FOR OFFICE USE ONLY:

Name of NEC Representative: _____

Designation: _____

Statement received ___ / ___ / 20 ___

Action taken/outcome and reason for decision:

Comments:

Signature: _____

Feedback provided to Client/Participant on Date: ___ / ___ / 20 ___

It is recommended that students should read NEC's Complaints and Appeals Policy and Procedure before lodging their complaint/ appeal which is published on NEC's website and can be accessed @ <https://www.nec.edu.au/wp-content/uploads/2017/08/COMPLAINTS-AND-APPEALS-NEIT.pdf>

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