

## AREA OF SERVICE-COMPLAINTS & APPEALS

Before lodging a formal complaint about a decision made by a staff member, products or services provided by the Sunbeam. Students are requested to carefully read the Sunbeam's Complaints & Appeals Policy & Procedure.

For the complete and current policies, procedures, documentation, forms, etc. relating to this information, please refer to Sunbeam's website ([www.sunbeam.edu.au](http://www.sunbeam.edu.au)).

Please do not complete this form unless every effort has been made to resolve the complaint through informal processes.

Completed Complaints & Appeals Forms should be submitted, to the compliance manager or posted to main campus:

<b>Please tick the appropriate box Below:</b>			
<input type="checkbox"/> Complaint	<input type="checkbox"/> Internal Appeal		
Full Name: Mr. / Ms.		Date:	
Position:	Staff <input type="checkbox"/>	Student <input type="checkbox"/>	Other <input type="checkbox"/> (Please specify):
If student, please supply Student ID No:			
Contact phone No:		Email:	
Course undertaking:			
Teacher/s:			
Date/s of event complaint refers to:			

**Describe your complaint or Appeal (Include dates, time and other people involved if appropriate)**  
**(You may wish to attach further documentation).**

**What have you done to resolve the complaint?**

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<b>What would you like to see happen because of this complaint? (You may wish to attach further documentation).</b>

**(If complaint received in person) I agree that all the information provided is true and correct**

<b>Signature:</b> _____	<b>Date:</b> /     /
<b>Office Use Only</b>	
<b>Signature Manager:</b> _____	<b>Date:</b> /     /



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