

Complaints and Appeals Form

Use this form to lodge a complaint or to appeal a decision. You may attach extra pages. Submit it to the Compliance Manager at kerry@industryskillsolutions.com.au, or call 1300 IND SKL (463 755) for help. We acknowledge receipt within 2 business days and provide a written response within 14 calendar days, and your enrolment is maintained throughout. No person is disadvantaged or victimised for making a complaint or appeal in good faith. If you need an interpreter, a support person, or the information in an alternative format, tell us and we will arrange reasonable assistance at no cost. See the Student Handbook and the Complaints and Appeals Handling Policy.

Your details

Name			
Contact number		Email	
Course / enrolment (if applicable)			
I am a	☐ Student / course participant ☐ Trainer / assessor ☐ Employer ☐ Other		

Type and nature

This is a	☐ Complaint ☐ Appeal	
It relates to (tick all that apply)	☐ Course conduct / process ☐ Assessment conduct ☐ Assessment result ☐ Behaviour / conduct ☐ Fees / refund ☐ Other	

Details

Describe your complaint, or the decision you are appealing — include dates, people involved and what happened.

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What outcome are you seeking?

Have you tried to resolve this directly first?	☐ Yes ☐ No	
For appeals — are you lodging within 28 business days of the decision?	☐ Yes ☐ No ☐ N/A	
Do you require assistance to present your case (e.g. a support person)?	☐ Yes ☐ No	

Are supporting documents attached?	☐ Yes	☐ No
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Declaration

I declare that the information provided is true and correct to the best of my knowledge.

Signature	
Date	

Office use only

Completed by ISS staff — please do not write in this section.

Received by		Date received	
Acknowledgement sent		Reference number	
Assigned to		Target resolution date	

Outcome and actions taken

Recorded in complaints and appeals register (Y/N)			
Closed by		Date closed	