

# ST JOHN'S ANGLICAN COLLEGE

## STUDENT COMPLAINTS AND APPEALS FORM

### *International Student Program*



**Please use this form for**

- Appeals against academic assessment;
- Appeals against the notification of intention to cancel COE
- Appeals against the result of an application for special consideration in relation to an individual student;
- Appeals against the application for suspension/deferment/cancellation of enrolment;
- General complaints

**Please note:** The Principal will consider your concerns within 10 working days and will arrange a meeting with you or respond to you in writing. You will be notified of the outcome of your request, and the reasons for any School decisions, within 5 working days.

#### **Important Information:**

- The Complaints and Appeals Policy and Form can be accessed on our website: <https://stjohnsanglicancollege.com.au/international-college-policies/>.
- You should read the policy and procedures carefully to establish your eligibility for a Complaint or Appeal.
- Any request for a student's Complaint or Appeal must be made in writing using this form.
- Before your Complaint or Appeal Form will be considered you must complete all the sections below and attach documents relevant to your application.
- The completed form can be emailed to the Principal, Mrs Suzanne Bain ([sbain@sjac.qld.edu.au](mailto:sbain@sjac.qld.edu.au)) or handed in to the International Administration Officer on Level 1.

**Attachments: Please ensure you attach any relevant supporting documentation.**

***Please note:*** This form will be assessed once all documentation has been received. The school may ask for more documentation if required.

		Contact Details	
Student Name			
Year / Elicos			
Current Address in Australia			
Address in home country			
Phone No:		Mobile Phone No:	
Email Address:			

**Details of the Complaint:**


**Details of the Appeal:**


**Student Declaration**

I declare the information provided in this application is true and correct and I have read and understood the information regarding the Complaints and Appeals Process of the College.

_____	_____	_____
<b>Student Name</b>	<b>Student Signature</b>	<b>Date</b>

**Office Use Only**

**Outcome:**            **Approved**                    **Not Approved**       

**Comments: (if applicable):** .....  
.....  
.....

**Received:** \_\_\_\_\_ **Date:** \_\_ / \_\_ / \_\_

**Processed by:** \_\_\_\_\_ **Date:** \_\_ / \_\_ / \_\_

**Staff Signature:** \_\_\_\_\_ **Date:** \_\_ / \_\_ / \_\_