Productivity Partners Pty Ltd t/a Captain Cook College collects, holds, uses, discloses and destroys personal information in accordance with The Privacy Act 1988 including the Australian Privacy Principals and other legislative requirements, to carry out functions or activities as a Registered Training Organisation.

We collect the information on this form to facilitate the grievances and appeals process. Only authorised personnel will have access to this information and your personal details will not be given to any other third party without your written consent, unless authorised or required by law.

VET FEE-HELP students – Your information may be shared with the
- Department of Education (DoE)
- DoE will store the information securely in the VET-FEE HELP IT system
DoE may disclose the information to the Australian Taxation Office

This form is to be lodged in relation to a Complaint. You must outline:
- the grounds for your Complaint,
- the avenues of conciliation previously undertaken and
- your desired outcome.

Please attach any supporting documentation as evidence.

Is the Complaint regarding:  Academic ☐ Non Academic ☐

| Student Name: |
| Student Number: |
| Course Name: |

<table>
<thead>
<tr>
<th>Academic</th>
<th>Non Academic</th>
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<tr>
<td>Assessment Process</td>
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<td>Assessment Outcomes</td>
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<td>Academic Misconduct</td>
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<td>Quality of Learning Resources</td>
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<td>Quality of Assessment Resources</td>
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Other (Please provide a short description):

Named Person/s (please note that vexatious or unsubstantiated claims against individuals may result in no action being taken):

Unit Code/s (Academic Complaint):

Unit Name/s (Academic Complaint):

Trainer’s Name: Date Submitted:

Complaint Details
Evidence/Supporting Information Attached ☐ No Evidence/Supporting Information Attached ☐

In the space provided, please state your complaint or matter of concern. If you require more space, please attach additional information to this form.
For information on the complaint process refer to the Complaint Policy and Procedure.

Do I still attend classes? Whilst your complaint is being heard you will remain enrolled at Captain Cook College and are requested to attend classes as per your training plan.

Please submit to:

Post: Marked ‘Private and Confidential’ PO Box 2350 CHERMSIDE CENTRE QLD 4032  or

*In Person to the Campus Manager: or

Scan and email to: complaints@pp.edu.au

* When campus receives form please scan and email immediately to above email address and post original to Head Office PO Box as per above

Campus Manager to complete:
Please provide details of the outcome including reasons / rationale used to make decision.

Signed: Date: