Complaints and Appeals Process

Refer to the Complaints and Appeals policy and procedure for full details

- **Stage 1: Informal Discussion**
  - Discuss the issue with the person directly involved.

  If not satisfied after Stage 1

- **Stage 2: Formal Review**
  - Lodge formal complaint on the Complaint Form to the Attention of the Campus Manager

    If you would prefer not to lodge your complaint with the Campus Manager, please email it to complaints@ccc.edu.au

  If not satisfied after Stage 2

- **Stage 3: Internal Appeal**
  - Lodge an Appeal on the Appeals Form to complaints@ccc.edu.au

  If not satisfied after Stage 3

- **Stage 4: Student Independent Review**
  - Students can seek a review of Appeal decisions by an independent third party, such as the Resolution Institute (Fees Apply).

    For contact details and information:
    https://www.resolution.institute
    https://www.resolution.institute

- **Stage 5: External Appeal VET FEE-Help Re-credit**
  - VFH Students seeking a review of the Appeal decision can be assisted by the Administrative Appeals Tribunal

    For contact details and information:
    www.aat.gov.au

**Additional information**

- **Complaint and Appeals Forms** can be obtained from the College or downloaded from the Website
- The full Complaints and Appeals policies and procedures are available on the Website.
- In cases of Complaints or Appeals taking greater than 60 days the complainant/Appellant will be notified in writing with details of the reasons and will be kept informed of the progress on a regular basis.

Students should complete the College’s Complaints and Appeals process.
Complaints may also be made to: The National Training Complaints Hotline 13 38 73