



YOUR DETAILS		
Date:		Student ID:
Name:		
Contact Details	Address:	
	Phone:	
	Email address:	
Do we have your permission to contact you to discuss the complaint or Appeal?	<input type="checkbox"/> Yes	<input type="checkbox"/> No

Please indicate which of the following applies to you:

- Prospective student
- Current student
- Past student
- Workplace or Employer
- Partner Organisation
- Other _____

Please indicate if you are lodging a complaint, appeal or an assessment appeal.

- Complaint – Go to Section 1
- Assessment Appeal – Go to Section 2
- Appeal (unrelated to assessment) – Go to Section 3

SECTION 1 - COMPLAINT

For complaints and appeals not related to assessment, please complete the following:

1. Please outline the reasons for your complaint or appeal in as much detail as possible. You may attach additional pages and supporting information as needed.



2. What outcome are you seeking?

3. Are there particular staff members of Marriott Academy who you would like to be involved in the investigation of this complaint?

4. Please make any suggestions you have, to resolve this issue.

SECTION 2 – ASSESSMENT APPEAL

For assessment appeals, please complete the following:

1. Which unit and/or task is this appeal in relation to? Please provide as much information as possible including why you feel the result you have been given is not correct.

2. Have you approached your Assessor to discuss the assessment outcome? If yes, please provide details of what occurred.



SECTION 3 – NOTICE TO CANCEL ENROLMENT APPEAL

Please provide as much detail as possible to support your appeal not to cancel your enrolment with Marriott Academy.

STUDENT DECLARATION

Please read this carefully:

- I have accessed and followed Marriott Academy’s Complaints and Appeals Policy and Procedure.
- The information I have provided is true and correct.
- Marriott Academy takes allegations of misconduct very seriously and I understand that making a complaint that is not true or of a defamatory nature could lead to disciplinary action against me by Marriott Academy which could include my enrolment being cancelled.
- I agree to provide further information and give full co-operation during the complaint investigation.
- I understand that Marriott Academy will conduct the investigation fully and will abide by any final decision they or any external complaints stakeholder make.

Student signature:		Date:	
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