

Please complete this Appeals form;

- to outline your concerns relating to a prior complaint;
- if you disagree with the outcome, or would like to seek further information about the decision and/or response you received from AETS.

This form can be submitted to [feedback@aets.edu.au](mailto:feedback@aets.edu.au); or by post to our Head office (Level 6, 22 William Street, Melbourne 3000); or handing in person to reception at any of our branches listed in the student handbook.

The request will be processed within 10 working days of the application being received by AETS and you will be contacted to advice of the outcome.

Please call 03 8600 7300 if you have any questions.

**Note:** Read Complaints and Appeals Policy on AETS website before completing this form.

<b>Name:</b>	
<b>Date:</b>	
<b>Details of prior complaint:</b>	
<b>Name of person who handled your complaint (if known):</b>	
<b>Complaint number from CA&amp;I Register (if known):</b>	
<b>Reason/s you disagree with the outcome/decision you received about original complaint:</b>	

<p><b>Have you discussed this complaint with any other staff of AETS since the original complaint was handled?</b></p>	
<p><b>Do you have a preferred outcome to this complaint? Please provide details and further information:</b></p>	

<b>Staff Use Only</b>	
<b>Copy of original complaint from CA&amp;I Register attached</b>	Yes / No
<b>Has the original complaint been followed up according to the AETS Complaints and Appeals Policy and Procedure?</b>	Yes / No Further detail:
<b>What further action can be taken to meet the complainant needs (if any)?</b>	
<b>Is external or independent mediation required?</b>	Yes / No Provide details:
<b>Has the client been notified of the above in writing?</b>	Yes / No Provide detail (e.g. email/letter, date)
<b>Any further relevant information:</b>	
<b>Staff Name</b>	
<b>Signature</b>	
<b>Date</b>	