



**Complainants should read the Global Institute of Education Complaints and Policy before completing this**

**Stage One (Academic) – Informal**

The first step is **direct communication** between the complainant and respondent to allow both parties to discuss their point of view and attempt to resolve the problem. The complainant should communicate the matter to the relevant staff member within **5 working days** of becoming aware of the problem. In most cases resolution may be verbal and investigation into the complaint will commence within **48 hrs** of the complaint being made.

**Stage Two (Academic) - Formal Complaints & Appeals Process**

If, after undertaking Stage One, or in situations where Stage One is not possible, the complainant should **lodge their complaint in writing** (using the relevant form) to the Administration Officer(or nominee) within **5 working days** of the receipt of the stage one response . Within **48 hrs** Global Institute of Education will commence an investigation into the complaint. Within **5 working days of receipt of the appeal**, the Office Administrator (or nominee) will **provide in writing the outcome** of this step of negotiations to both Complainant and respondent.

**Stage Three (Academic) - Appeals and Complaints Committee**

Where the complainant is unsatisfied with the outcome of Stage Two and believes that:

- they did not have sufficient opportunity to present their case to the decision maker; or
- the process was not carried out in accordance with Global Institute of Education policy or procedures; or
- the decision was made contrary to the evidence provided;

**Stage Four - External Agencies**

Where the complainant is unsatisfied with the outcome of the Stage Three and believes that at the Appeals and Complaints committee the process was not carried out in accordance with Global Institute of Education policy or procedures they may request that the matter to be referred to Global Institute of Education's nominated independent appeals reviewer.

**Independent Appeals Reviewer:**

This independent agent will review the case, seeking input from all parties before making recommendations to Global Institute of Education within **15 working days**.

Note: If the complainant decides to proceed with Stage four, they should notify the College within **10 days**, so that time is allowed for this process.

**\*Student Information**

First Name		Last Name	
Student ID		DOB	/ /

**Complaints Details (Tick the applicable box)**

<input type="checkbox"/> Assessment Outcome	<input type="checkbox"/> Workplace Health & Safety	<input type="checkbox"/> Access & Equality
<input type="checkbox"/> Marketing & Advertising	<input type="checkbox"/> Record Management	<input type="checkbox"/> Training Resources
<input type="checkbox"/> Fees & Charges	<input type="checkbox"/> Student Refund	<input type="checkbox"/> Others

**\*Complainant Comments: (Please use additional sheets if required)**

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Complainant Signature		Date	
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Official Use Only – Global Institute of Education (*Please use additional sheets if required*)

Assigned Too		Date Addressed	
1 <sup>st</sup> Stage		Follow Up date:	
Outcome			

Assigned Too		Date Assigned	
2 <sup>nd</sup> Stage		Follow Up date:	
Outcome			

Assigned Too		Date Assigned	
3 <sup>rd</sup> Stage		Follow Up date:	
Results			

Corrective Action Taken ☐ Yes ☐ No (*Please use additional sheets if required*)

Final Outcome

Administration Officer Signature		Date	
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Complainants Signature		Date	
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Improvement to Policy or Procedure required? ☐ Yes ☐ No

Details of Improvement

If student / staff is not happy with outcome, complaint to be referred to independent arbitrator for further assistance

Mediator Name		Date	
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