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## National Academy of Professional Studies (NAPS)

### SS001F Complaints Form

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To be filled out by the Complainant and submitted to Student Services at [studentservices@naps.edu.au](mailto:studentservices@naps.edu.au).

<b>Complainant Name:</b>	<b>Student Number:</b>
<b>Email:</b>	<b>Contact No:</b>
<b>Course:</b>	<b>Date of Incident:</b>
<b>Please describe the matter that you want to raise as a complaint:</b>	
<b>Complaint Resolution- Please answer the questions below then describe efforts made to resolve the issue relating to the complaint:</b>	
1. Have you discussed the issue(s) with the person involved or the relevant member of staff or the trainer? <input type="checkbox"/> Yes <input type="checkbox"/> No	
2. Where that is not appropriate or effective, the complaint can be discussed with the Academic Manager or Student Services Manager. Have you done this? <span style="float: right;"><input type="checkbox"/> Yes <input type="checkbox"/> No</span>	
3. If you are filling in this form, does this mean you are not satisfied with the suggested resolution? <span style="float: right;"><input type="checkbox"/> Yes <input type="checkbox"/> No</span>	
<b>Please explain and include what outcome you are seeking:</b>	
<b>Complainant's Signature:</b>	<b>Date:</b>

**For Office Use Only**

<b>Note: Please attach completed form with any other supporting evidence and submit to the Academic Manager within 24 hours</b>	
<p><b>Follow up</b></p> <p>Complaints and Assessment Appeal Register: <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Allocated No.:</p> <p>Date Raised:</p>	<p><b>Decision of Appeal:</b></p>   <p>Signature of the President:</p>
<p>Complaints Received by the President <input type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p>Date:</p>
<p>Our policy is to keep a register of complaints and appeals recorded in student system management and student file</p>	