

Southern School of Natural Therapies

COMPLAINTS / ASSESSMENT APPEAL REVIEW SHEET

This form can be used to comment on the process for review of complaints and grievances of an academic and non-academic nature and appeals against an assessment. We would like to have your opinion of the process and request that you complete the form. This can help the SSNT to continually improve its systems. We appreciate the time you take to complete this form; please return it to the Manager, Student Services.

Surname: _____ First Name: _____
Course : _____ Year of course: _____
Subject: _____ Semester: _____
Signed: _____ Today's Date: _____

Please complete the sections below:

1. Indicate which of the following applies:

- Complaint or Grievance**
- Appeal**

2. Read the following statements and indicate the number which best indicates your response:

1= Strongly Disagree, 2= Mildly Disagree; 3= Undecided, 4= Agree, 5= Strongly Agree

- | | | | | | |
|--------------------------------------------------------------------------------------------------------------------------|---|---|---|---|---|
| 1. The Complaints and Appeal Form was offered in a timely manner | 1 | 2 | 3 | 4 | 5 |
| 2. It was clearly explained to me how to go about an appeal or complaint/ grievance when requested. | 1 | 2 | 3 | 4 | 5 |
| 3. I was easily able to access the Grievances, Complaints and Appeals Policy and Procedures from the website or library. | 1 | 2 | 3 | 4 | 5 |
| 4. The people involved in the process treated me with courtesy & respect. | 1 | 2 | 3 | 4 | 5 |
| 5. I was told of the results of my complaint/appeal within the allotted time frame. | 1 | 2 | 3 | 4 | 5 |
| 6. I was given adequate support to make my complaint/appeal. | 1 | 2 | 3 | 4 | 5 |
| 7. The feedback I was given helped me to understand the outcome of my complaint/appeal. | 1 | 2 | 3 | 4 | 5 |
| 8. I was offered information on how to take the complaint/appeal further if I wished. | 1 | 2 | 3 | 4 | 5 |

3. Comments or explanations for any of the above responses:

(3. continued)

4. How would you improve the appeal or grievance procedure?

5. Please comment on any other aspects of the appeal /grievance process.

6. Student's signature _____

Date _____