

# Southern School of Natural Therapies

## COMPLAINTS, GRIEVANCES AND APPEALS FORM

This form can be used to lodge complaints and grievances of both an Academic or Non-academic nature and appeals against an assessment. Reference should first be made to the Grievances, Complaints and Appeals Policies and Procedures (Academic or Non-Academic) available on the SSNT website at [www.southernschool.com](http://www.southernschool.com) or at the school's Alf Jacka Library.

The appropriate complaints and appeals process is required to be followed, as outlined in the Policy and Procedures document.

Complaints lodged in writing will be accepted as formal grievances/complaints or appeals.

Please attach a copy of relevant information, forms and other documentation as applicable.

NB: Administration cannot search out documentation which has previously been provided for another purpose, please re-submit any such material.

**First Name:** \_\_\_\_\_ **Surname:** \_\_\_\_\_

**Phone:** \_\_\_\_\_ **Mobile:** \_\_\_\_\_

**Course:** \_\_\_\_\_ **Year of course:** \_\_\_\_\_

**Subject:** \_\_\_\_\_ **Semester:** \_\_\_\_\_

**Date of submission of this form:** \_\_\_\_\_

**1. Please indicate whether this is a complaint or an appeal:**

- Complaint or Grievance**
- Appeal against an assessment**

**2. Circle which stage you have already completed:**      **Stage 1**   **Stage 2**   **Stage 3**

**Circle which stage you are currently undertaking:**   **Stage 1**   **Stage 2**   **Stage 3**

**3. Outline or reasons for the complaint / appeal as follows:**

(Please attach additional numbered pages or information if required.)

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# Southern School of Natural Therapies

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**4. If this is an Assessment Appeal, please indicate which elements of subjects are in question:**

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\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**5. Outline of expected outcomes or action you would like to see taken:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**6. Student's signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

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