**Complaint Appeal Form**

Use this form if you want to officially appeal how your complaint was handled or the outcome.

This appeal should be lodged within 28 working days after the complaint process ends.

It is important to note that applications for appeal will adhere to the fundamental principles of natural justice, due process, procedural fairness, and objectivity.

Information about the Complaints, Feedback and Appeals policy is available at [​Complaints and feedback | North Metropolitan TAFE (northmetrotafe.wa.edu.au)](https://www.northmetrotafe.wa.edu.au/complaints-and-feedback)

**Please complete the following**

|  |  |  |
| --- | --- | --- |
| **Name** | |  |
| **Student ID** | **Telephone No** | |
| **Email** | | |
| **Postal Address** | | |
|  | | **Postcode** |
|  | | |
| **Date complaint process was completed** | | |
| **Complaint reference number** | | |
| **Area of study/business area** | | |
|  | | |
| **Appeal details** | | |
| **Which aspect of procedural fairness is your appeal based on?** | | |
|  | | |
|  | | |
| **What evidence do you have to support your appeal?** | | |
|  | | |

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| **What is your expectation of lodging this appeal?** |
|  |

In relation to a complaint about the conduct of other people I understand that formal investigation of my complaint requires that the details of my complaint (including my identity) be shared with the person who is the subject of a complaint, so they can respond, as well as with potential witnesses.

Signed \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(*Appellant)*

**Please send your completed form to:**

**By post** North Metropolitan TAFE, Locked Bag 6, Northbridge WA 6865

**By email** [feedback@nmtafe.wa.edu.au](mailto:feedback@nmtafe.wa.edu.au)

**By hand** Client Services (place completed form in a sealed envelope)

Your appeal will undergo a thorough review, and you can expect to receive written guidance within 10 working days from the moment your appeal is registered. There are two potential outcomes:

1. If your appeal was unsuccessful due to the absence of any procedural irregularity, you will be informed.
2. If your appeal was successful, further investigation will be undertaken.

Please note that the decision reached at the end of the appeal process is considered final.

If you remain dissatisfied, you have the option to seek recourse with the Ombudsman for Western Australia. The Ombudsman is an impartial authority separate from North Metropolitan TAFE, and they can thoroughly evaluate the process if your concerns remain unresolved.