Complaints & Appeals

Before lodging a formal complaint about a decision made by a staff member, products or services provided by the Australian Institute of Language (AIL), students are requested to carefully read the AIL's Complaints & Appeals Policy & Procedure.
For the complete and current policies, procedures, documentation, forms, etc. relating to this information, please refer to AIL website: www.ail.edu.au
Please do not complete this form unless every effort has been made to resolve the complaint through informal processes. Completed Complaints & Appeals Forms should be submitted, to the compliance manager or posted to head office at Level2, 388 Bourke St, Melbourne, VIC 3000.

Please tick the appropriate box Below:

☐ **Complaint** ☐ **Internal Appeal**

Name: Mr. / Ms. /Mrs. **Date:**

Position: **Staff** ☐ **Student** ☐ **Other**☐ **(Please specify):**

If student, please supply Student ID No:

Contact phone No: **Email:**

Course undertaking:

Teacher/s:

Date/s of event complaint refers to:

Describe your complaint or Appeal (Include dates, time and other people involved if appropriate) **(You may wish to attach further documentation).**
What have you done to resolve the complaint?

What would you like to see happen because of this complaint? (You may wish to attach further documentation).

(If complaint received in person) I agree that all the information provided is true and correct

Signature: **Date:_____ / _____ / _____**

<u>Office Use Only:</u>

Signature support officer: **Date:_____ / _____ / _____**