

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 from Student Handbook - 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 Administration officer or 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:

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: _____ / _____ / _____