



STUDENT COMPLAINT & APPEAL FORM

Prior to completing this form you should review and understand the Complaints and Appeals Policy and Procedure (Policy) that applies to the Institute of Management and Computing Pty Ltd.

This form is to be used to make a formal complaint about Institute of Management and Computing Pty Ltd, its staff, students, education agents, products or services.

The procedure in the Policy is to be followed and prior to lodging this form you are required to have discussion with the person that is the subject to the complaint, in an attempt to resolve the issue, informally.

You should provide any supporting documents or witness information that are relevant to your complaint, when lodging this form.

Once completed, this form is to be lodged with the Manager, Student Support Services by emailing it to info@imc.vic.edu.au.

If you have any questions as to whether or not you should use this form, you should speak with the Student Support Services.

Your Details

Name	
Student ID	
Institute enrolled	
Course	
Mobile number	
Email	

What does your Complaint relate to:

- | | |
|--|--|
| ☐ Academic | ☐ Information Technology (IT) |
| ☐ Student Support | ☐ Timetable |
| ☐ Enrollment Services | ☐ Teaching and Learning Support |
| | ☐ Other |



Student Complaint Form

Details of your complaint

Signature:

Date:

For office use only:

Received By:	
Date:	
Outcome: ☐ Successful ☐ Unsuccessful ☐ NA	
Student Response	☐ Agree ☐ Disagree ☐ Continuous Improvement Request
Complaint Resolved Date	

Signature:

Date:

If you remain dissatisfied, you may lodge an external complaint with the Commonwealth Ombudsman (www.ombudsman.gov.au).

Privacy Notice: Information collected is used for lawful educational and compliance purposes under the Privacy Act 1988 (Cth) and the VET Data Policy. Details may be shared with government agencies (e.g., PRISMS, NCVER) as required.

Institute of Management and Computing Pty Ltd.

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