

COMPLAINT / APPEAL FORM

Mint International College is committed to facilitating a learning process that is both beneficial and enjoyable. Mint International College ensures that students and clients have access to a fair and equitable process for dealing with complaints and appeals in a constructive and timely manner against decisions made by Mint Training.

Mint International College recognises the rights of students to complain without recrimination. Formal complaints may only proceed after the informal complaint procedure has been exhausted. Please refer to your student handbook for Mint International College's complaints procedure.

Completed Complaint Forms are to be sent to the following address marked 'confidential':

General Manager, Mint Training Pty Ltd

Ground Floor, 99 Queensbridge Street Southbank VIC 3006

Student ID		
Student Name		
Course/Group		
Reason for or Nature of Complaint		
Your Complaint Details <i>(Please provide as much details as possible)</i> Note: Attach any supporting documents with this form as applicable.		
Student Declaration and Signature	<i>All the information I have provided in this form is true and accurate. I also understand that this complaint will be dealt with according to relevant complaint handling policies and procedures of College.</i>	
		Date:

ADMIN use only

Matter Referred to	CEO	Course Coordinator
	General Manager	Complaints & Appeals Committee
Comments of the Person Receiving the Form and Suggested Action		
Signature		Date: