



Complaint and Appeal Form

Instructions:

- This form must be fully completed and submitted to proceed with your request, complaint, or appeal.
- You may lodge your complaint or appeal at Student Support at Aura Education or email it to compliance@aura.edu.au.
- If relevant and applicable, please enclose relevant supporting documents
- The outcome of your complaint and/or appeal will be communicated to you within 10 (Ten) business days.

Details of Complainant/Appellant	
Title:	
Given Name:	
Family Name:	
Student ID No: <i>(If applicable)</i>	
Contact Number:	
Email Address:	
Residential Address:	
Mailing Address: <i>(If same as the address above, please write 'As Above'):</i>	
Details of the Qualification/ Course enrolled in: <i>(If applicable)</i>	
Description of the Complaint/Appeal: <i>(Please submit all required supporting evidence along with this form)</i>	

Declaration	
I certify that the information provided in this complaint/appeal is true and correct to the best of my knowledge, and I am the key responsible person for this complaint/appeal.	
Signature:	
Date:	

Office Use Only	
IMPORTANT: All supporting documentation/evidence, including all forms of communications, must be reviewed at all stages of the complaint/Appeal.	
Date Appeal/Complaint Received:	/ /
Date the Appeal/Complaint entered into the register:	/ /
Date acknowledgement Letter sent to the Complainant/Appellant:	/ /
Date the Complaint/Appeal review: (Should review within 10 business working days from the date that the appeal/Complaint was received)	
Appeal/Complaint outcome:	
Does the complaint/Appeal is required to be reviewed by an independent third party: (If YES, provide further details)	Yes: No:
Date that the outcome was notified to the Complainant/Appellant:	/ /
Complaint/Appeal Reviewed by:	Name: Position: Date: