

Document Details	
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Document Author	Cheryl Crispo – IT Manager

Version History			
Version No:	Date	Purpose of Change	Issued by
1.0	15/6/2016	Document created	
2.0	28/9/2016	Document updated for rebranding	Cheryl Crispo

1 Purpose

Please use this form to outline your concerns relating to a prior complaint; if you are unhappy with, or would like to seek further information about; the decision and/or response you received from ICP Educational Institute

1.1 Details

Name:	
Date:	
Details of prior complaint:	
Name of person who handled your complaint (if known):	
Complaint number from CA&I Register (if known):	

<p>Reason/s you are unhappy with the response/decision you received about original complaint:</p>	
<p>Have you discussed this appeal with anyone other staff member since the original complaint was handled?</p>	
<p>Do you have a preferred outcome to this complaint? Please provide details and further information:</p>	

1.2 Staff Use Only

<p>Please attach copy of original complaint from CA&I Register:</p>	<p>Yes / No</p>
<p>Has the original complaint been followed up on appropriately and according to the ICP0007/14 Policy and Procedure?</p>	<p>Yes / No</p> <p>Further detail:</p>

<p>What further action can be taken to meet the client's needs (if any)?</p>	
<p>Is external or independent mediation required?</p>	<p>Yes / No Provide details:</p>
<p>Has the client been notified of the above in writing:</p>	<p>Yes / No Provide detail (e.g. email/letter, date)</p>
<p>Any further relevant information:</p>	

Staff Member:	
Signature:	
Date:	