STUDENT COMPLAINT/APPEALS FORM

Student Name:		**Student ID:**	
Course:		**Date:**	

1. Have you tried to resolve your issue informally? (Circle): Yes (Proceed to next step)

No (Talk to the concerned person)

2. Nature of your complaint/Grievance/Appeal/Issue:

Notes:

1. NIT has the obligation to maintain the student's enrolment while the appeal is ongoing.
2. A meeting will be arranged between Nova's Principal Executive Officer and the student to discuss the complaint/appeal. The student may be assisted or accompanied by a support person during this meeting.

Student Signature: _____

For Office use:

Staff member acknowledging the complaint: _____

Signature: _____ Date: _____

Meeting arranged with PEO (**must be within 10 days lodgment**): ☐ Date: _____

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PEO Meeting Details:

People present (circle attendees):

PEO SSO Student Training and Compliance Manager Other: _____

Outcome of the meeting supported by reasons, to be filled by PEO:

_____

_____

_____

_____

_____

_____

Is the matter resolved? (Circle) Yes List action to be taken and the implementation date

No Name the external body that could be approached

_____

_____

_____

_____

_____

_____

Student has received a copy of completed form ☐

PEO Signature: _____ Date: _____

Student Signature: _____ Date: _____