



## Complaints and Appeals Form

Your feedback is important to us. In fact, it is an important element of how we continuously improve our systems and services provided to students.

Please note that the complaints and appeals should be lodged by students “as soon as practicable”: For assessment deferrals or re-marks, this form, along with supporting evidence, should be lodged within two (2) working days of the assessment/exam due date and/or within two (2) working days of when a student receives their marks from Mindroom Innovation.

Appeals against a decision to report a student to the Department of Immigration must be lodged within 4 working days of the date of issue on the “Notice of Intention to Cancel Enrolment” sent to the student by Mindroom Innovation. Students are advised to refer to Mindroom Innovation’s Complaints and Appeals Policy and Procedure before submitting their complaint or appeal.

Mindroom Innovation will assess and investigate your submission and respond with a written statement of the outcome of the complaint or appeal within ten (10) working days of the date of submission.

### Complaint or Appeal

Please complete the tables below except the last one titled “For office use”.

#### Student details

First name	
Surname	
Email	
USI	
Telephone	
Mobile	
Address in Australia	
Overseas address	
Postal address	
Agent details (if applicable)	
DOB	
Gender	
Nationality	





Office use only

Application received by	
Application reviewed by	
Outcome	
Reason (if declined)	
Actioned in (i.e. PRISMS, aXcelerate)	
Student advised	
Agent advised	
Trainer advised	
Approver signature	
Approval date	