

INT College Complaint and Appeal Form

This form may be used by domestic students, international students, prospective students, former students, and other relevant stakeholders to lodge a complaint or appeal relating to INT College's services, decisions, conduct, training, assessment, support, administration, or related matters.

Important information

INT College is committed to resolving complaints and appeals in a fair, transparent, timely and confidential manner. Where possible, concerns should first be raised informally. If the matter is not resolved, this form may be used to lodge a formal complaint or appeal.

This form applies to:

- Domestic Students
- International Students
- Prospective Students
- Former Students
- Parents, carers, authorised representatives, employers, education agents, or other stakeholders where relevant

Lodging a complaint or appeal is free of charge. Students may be supported or represented by a support person at any stage of the process.

External options

If you are not satisfied with the outcome of INT College's internal process, you may be able to access an external complaint or appeal pathway.

- International students studying with a private provider may complain to the Commonwealth Ombudsman after completing the provider's internal process.
- Domestic students and other VET complainants may contact the National Training Complaints Hotline, which is a referral service that directs complaints to the appropriate body.
- Concerns about the quality of training and assessment services in a VET course may also be referred to ASQA where relevant.

Section 1: Complaint or Appeal Type

Complaint

Assessment Appeal

Appeal of an Administrative / Academic Decision

General Feedback / Concern

Date Lodged: _____

Preferred Contact Method: Email Phone In Person Other: _____

Section 2: Complainant / Appellant Details

Full Name: _____

Course / Qualification (if applicable):

Phone Number: _____

Email Address: _____

Section 3: If You Are Lodging This Form on Behalf of Someone Else

Name of Person You Are Representing (if applicable):

Relationship to the Person: _____

Do you have authority to act on their behalf? Yes No

Supporting authority attached? Yes No

Section 4: Details of the Complaint or Appeal

Please provide a clear description of the complaint or appeal, including the date(s), people involved, relevant course/unit or decision, and any steps already taken to resolve the matter informally.

Date of Decision (If This Is an Appeal):

Name of Trainer / Assessor / Staff Member Involved (If Applicable):

Unit(s) of Competency Under Appeal (If Applicable):

Have you discussed this matter informally before lodging this form? Yes No

Were there any witnesses? Yes No

If Yes, List Names and Contact Details:

Does this matter involve immediate safety, welfare, discrimination, harassment, or a risk to a student? Yes No

If Yes, Please Provide Brief Details:

Section 5: Outcome Sought

Please state what outcome or action you are seeking from INT College.

Section 6: Supporting Documents

Supporting Evidence Attached? Yes No

List attached documents: _____

Section 7: Support Person

Will you have a support person or representative involved? Yes No

Name of Support Person / Representative (if applicable):

Contact Details of Support Person / Representative:

Section 8: Declaration

I declare that the information provided in this form is true and correct to the best of my knowledge and that any attached documents are relevant to this complaint or appeal.

Signature: _____

Submission details: Send this form to both the CEO and RTO Academic Manager at sarita@int.edu.au and reena@int.edu.au, either electronically or in hard copy. Assistance is available on 1800 046 846 if you need help accessing or lodging this form.

Office Use Only

Date Received	
Received By	
Acknowledgement Sent	
Outcome / Action	
Scanned Into System	
Recorded In Register	
Meeting Date	
Referred To	
CI Action Required	

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