Student details

Student Name: ___________________________  Student ID Number: ___________________________

Phone Number: ___________________________  Email Address: ___________________________

Current Course of Study: ___________________________

Details of complaint:


Declaration: I declare that to the best of my knowledge and belief, the above information contained on this form is correct and complete. I hereby agree to be bound by the Rules and Regulations of The College of Sports & Fitness. I authorise The College of Sports & Fitness to release information to any approved educational or migration related government bodies at their request.

Signature of Student: ___________________________  Date: ___________________________

Signature of staff member: ___________________________  Date: ___________________________
Complaints Policy

CSF has in place a simple but comprehensive complaints policy which is easily and immediately accessible to students. Students are made aware of its provisions at Student Orientation sessions and regularly throughout the course in various meetings and self-audits. Students are encouraged to discuss complaints as they occur so that early intervention may lead to a swift resolution. CSF treats any complaint seriously as it may affect the general well-being of CSF and or the students.

Details include:

• A Complaints Form which is completed by the student and submitted to the SSA.
• The opportunity for the complainant to formally present his/her case at no cost to himself/herself.
• The attendance at any meeting of a support person (third party) for the complainant if he/she so wishes.
• The SSA after coming to a decision will provide the complainant a written statement including reasons for the outcomes.
• The commencement of the process immediately following the formal submission of the complaint or appeal. Every effort is made to finalise the complaint/appeal as soon as practicable.
• Where the complaint has not been solved to the complainant’s satisfaction then he/she will be informed that the appeal of the first decision can be taken to the Director of the College at no cost.
• If the student chooses to appeal against the decision they have 20 working days in which to do so.
• The Director will discuss the Appeal with the student with a view to solving the complaint. The student can, if he/she so wishes, have a person of his/her choice present with him/her at this discussion.
• If the action taken to solve the problem satisfies the student then no further action is required. A written outcome will be provided by the Director. A copy of all complaints and appeals forms will be kept in the student’s file.
• If the appeal to the Director of CSF is unsuccessful, the student will be informed that he/she can seek an external appeals process, within 20 working days, for which Director of CSF is to provide contact details.
• The College of Sport And Fitness will maintain the student’s enrolment whilst the external appeal is being processed.
• Where the student’s complaint/appeal is not upheld by the external appeals process, then the student will be advised of this decision in writing. The CSF Director will advise the student of the outcome of their external appeal.
• Where the student’s complaint/appeal has been supported by the external appeals process, CSF will immediately implement any decision and/or corrective and preventative action required and advises the student of the outcome.
• All matters relating to the complaint/Appeal will be recorded and filed under the student’s hard file and in Student Management System by the SSA or Director of CSF.