**FEEDBACK AND COMPLAINT FORM**

SUBMITTING FEEDBACK

Eightfold Institute of Australia (hereafter known as Eightfold Institute or the Institute) encourages feedback whether positive or negative and invites you to share this with us for continuous improvement purposes. If you have positive feedback, please indicate on the form if you would consent for us to share this on our advertising platforms. Please note that if you wish to remain anonymous with the feedback given, we are unable to seek an outcome for you.

GRIEVANCES

If you have a grievance with the Institute, we encourage you to contact the staff member or the relevant Department/Faculty in the first instance for a resolution. A grievance may be of:

1. An academic nature such as a disagreement with course material, certification, training methods, and assessment decisions, or
2. A non-academic nature such as a disagreement with course enrolment, personal information, administration processes, or the behaviour of a staff member, another student or third party affiliated with the Institute.

It is important that you follow the steps outlined in the Institute’s Complaints, Grievances and Appeals Policy and seek resolution with us directly before escalating to a regulator/Ombudsman. This includes:

1. Raising your grievance with department/Faculty/staff member direct.
2. If not dealt with satisfactorily, raise your grievance with department Manager.
3. If still not dealt with satisfactorily, submit this Feedback/Complaint Form with details and supporting evidence to info@eightfold.edu.au
4. If on receiving the complaint outcome, you do not accept the outcome or justifications the Institute has provided, believe the findings are inaccurate, or are still dissatisfied, you may submit a separate Appeal Form.
5. If on receiving the appeal outcome, you do not accept the final outcome or justifications the Institute has provided and have exhausted the Institute’s complaints processes you will be able to take your case to the relevant regulator/Ombudsman.

SUBMITTING COMPLAINT

Should you wish to lodge a formal complaint, please detail your complaint with specific information and the outcome you are seeking. You may also wish to provide evidence to support your complaint. Student complaints require a formal review of enrolment details, student file/learning records and funding requirements therefore written responses may take up to 60 calendar days.

PRIVACY

Personal information on this form, evidence supplied and on file will be used to investigate your complaint and will only be shared with staff members or parties directly involved in the gathering of evidence/drafting the outcome.

|  |  |
| --- | --- |
| Name |  |
| Qualification or program |  |
| Mobile number |  |
| Email address |  |
| Are you providing feedback or lodging a formal complaint?*(please tick appropriate box)* | Feedback ☐ | Complaint ☐ |

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| **Feedback comments** |
|  |
| If feedback is positive, would you consent to your feedback being published on the Institute advertising platforms?  |
| YES ☐  | NO ☐ |

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| **Complaint details (date, time, place, people/department involved, background information)***Please also advise if you are submitting evidence to support your complaint.* |
|  |
| What complaint outcome are you seeking or how can the Institute resolve your complaint? |
|  |
| **Complainant declaration** |
| The information I have provided is true and accurate.

|  |  |
| --- | --- |
| Date |  |
| Signature or Student ID |  |

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