



COMPLAINT AND APPEAL FORM

This form is to be completed to make a formal complaint or appeal about any aspect of the services provided to you by Marriott Academy or about our staff, another student or a third-party providing services on our behalf, including education agents. You may also use this form to dispute an assessment decision (assessment appeal). Please include as much information as possible about your complaint or appeal as this will help us to resolve your complaint or appeal more efficiently.

Please note that any complaint or appeal will be processed in accordance with Marriott Academy's *Students Complaint and Appeal Policy*, which can be found at www.marriott.edu.au. Students lodging a complaint or appeal are advised to read the *Student Complaint and Appeal Policy*.

Date:	
Student Name:	
Student ID:	
Date of Birth:	
Email:	
Contact number:	
Address:	
Course:	

Complaints and Appeals Details

I am lodging a ☐ Complaint ☐ Appeal

Please describe the nature of your complaint or appeal including the relevant dates and persons involved. Attach any supporting documents you may have relevant to your complaint or appeal.

What would you like the outcome of your complaint or appeal to be?





Any other information or details you want to include relevant to your complaint or appeal:

Student Declaration

- ☐ I declare that the information I provided in this form is accurate and truthful to the best of my knowledge.
- ☐ I acknowledge that Marriott Academy will process my complaint or appeal in accordance with its Students Complaint and Appeal Policy.

Student Name:			
Date:		Signature:	

