

COMPLAINTS AND APPEALS FORM

Pet Professionals Australia (PPA) takes any complaint or appeal seriously. Once a student has lodged this form, it will be registered, and an acknowledgement sent. We endeavour to resolve this form in 21 days of acceptance.

Complaints and Appeals Process does not limit the rights of students to take action under Australia's consumer protection laws.

Student Name:	Student ID:
Staff Member:	
Student Signature:	Date:

Grievance (is this a complaint or an appeal against an assessment result?)
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Investigation:

Resolution:

Follow-up action (continuous improvement):
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Date registered:	
Email of acknowledgment:	
Date for final:	
Result given to complainant:	

Comments:	
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