

3.14.1 COMPLAINT APPEALS

CRICOS PROVIDER CODE 01751G

INTERNATIONAL STUDENTS PROGRAM

Telephone: + 61 8 8725 5455

Facsimile: + 61 8 8724 9303

Email : davet@tenison.catholic.edu.au



Tenison Woods College
PO Box 965
Mount Gambier
South Australia 5290

LETTER TEMPLATES

Appeals Outcome

Student Name:	
Nature of Appeal:	
People present at appeal hearing:	
Date of appeal hearing:	
Venue:	

Dear XXX

Following the appeals hearing dated XX/XX/XX the following outcomes have been determined:

Your appeal was unsuccessful due to the following reasons:

- Reason 1
- Reason 2

Accordingly, the decision made by your registered training provider stands and is effective from date of receipt of this letter.

Regards

Chairperson of Appeals Hearing

Organisation Name

OR

Your appeal was successful due to the following reasons:

- Reason 1
- Reason 2

Accordingly, your training provider has been advised and they will contact / write to you within the next 7 days notifying you of the change in decision based on the appeal and how those changes will apply to you and your chosen course of study.

If you have any queries regarding this Appeals Outcome letter please contact the relevant person at your registered training provider.

Regards

Chairperson of Appeals Hearing

Organisation Name

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Complaint Outcome

Appeals Persons Name

Organisations Name

Address

Date

Student Name:	
Nature of Complaint:	
People present at complaints hearing:	
Date of complaints hearing:	
Venue:	

Dear XXX

Following the complaints hearing dated XX/XX/XX the following outcomes have been determined:

Your complaint was unsubstantiated due to the following reasons:

- Reason 1
- Reason 2

Accordingly, your registered training provider is not required to undertake any action in relation to this complaint.

Regards

Chairperson of Appeals Hearing

Organisation Name

OR

Your complaint was substantiated due to the following reasons:

- Reason 1
- Reason 2

Accordingly, your training provider has been advised that they are required to take the following actions to address and resolve your complaint.

If you have any queries regarding this Complaints Outcome letter please contact the relevant person at your registered training provider.

Regards

Chairperson of Appeals Hearing

Organisation Name