

Complaint Lodgement Form

Note:

- This form should be completed if you would like to lodge a complaint about a decision taken by Innovative College (INN).
- This form must be lodged within twenty (20) working days of notification of the decision.

Section 1 : Personal Details

Name		Student ID	
Address			
Suburb		Post Code	
Email		Mobile	
Current Course			

Section 2: Complaint Details

Reason for Complaint – Choose from below

☐ Assessment Outcome	☐ Staff Member(s) (please specify)_____
☐ Attendance Record	☐ INN Service(s) (please specify)_____
☐ Other (please specify)_____	
Have you complained about this before? Yes ☐ No ☐	

Name of staff:

Date of Complaint:

Section 3: Complaint Summary – please provide details regarding your complaint

Please provide details regarding your complaint including date (s), people (s) involved.

Section 4: Expected Outcome

Section 5: Student Declaration

I, _____ (Applicant) hereby declare that the information contained in this application is true and correct to the best of my knowledge.

Signature		Date	
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Innovative College Pty Ltd

ABN 86 649 204 697 | CRICOS Code: 04004H | RTO Provider ID: 45831

Head Office: 87 Fennell Street, North Parramatta NSW 2151 Australia

Ph: +61 422 657 983 Email: admission@invcollege.edu.au Website: www.invcollege.edu.au

Complaint Lodgement Form V1 June 2026

Section 5: Office Use Only

Assessing Staff
Name

Position

Application Outcome : Approved ☐ Declined ☐

Complaint discussed with:

Comments:

Assessing Staff
Name

Position

Assessing Staff
Name

Position

Proposed actions identified in initial meeting:

Student advised by : Email ☐ Phone ☐ In Person ☐

Student request for 2nd meeting : Yes ☐ No ☐
 (student must request for second meeting no later than five (5) working days after the initial meeting)

Proposed actions identified in second meeting:

Student advised by : Email ☐ Phone ☐ In Person ☐

Students response to proposed actions & outcomes

☐ Student accepts & agrees – file copy in student file☐ Student disagrees & unhappy: Student Support will contact student to assist to access Mediation Service or Overseas Student Ombudsman Service.

Staff Signature

Date

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