

## COMPLAINTS AND APPEALS

- The appeal must be made within 20 working days from receipt of the initial decision being made.
- The appeal must be made in writing and submitted with this form.
- The appeal hearing will commence within 10 working days of the receipt of the written appeal.
- Students will be notified in writing by posted letter and email of the outcome of the appeal, including the reasons for the decision.
- If the appeal is rejected, the student has 5 working days from the date of the letter in response to the appeal to access the external appeals body.
- Discover English will maintain the student's enrolment while the appeal is ongoing.

Family Name: \_\_\_\_\_ First Name: \_\_\_\_\_

Student Number: \_\_\_\_\_ E-mail address: \_\_\_\_\_

Local Address: \_\_\_\_\_

Mobile phone number: \_\_\_\_\_

Student Visa student:  Visa Expiry Date: \_\_\_\_\_

Non student Visa student:

Reasons for Appeal:

Letter attached Yes:  No:

\_\_\_\_\_  
Student Signature

\_\_\_\_\_  
Date

### OFFICE USE ONLY

Letter received: Yes:  No:  Date: \_\_\_\_\_  
Appeal approved: Yes:  No:   
Student notified of the outcome: Yes:  No:   
Appeal hearing conducted: Yes:  No:   
Entered notes in BECAS: Yes:  No:

(Signature to approve) : \_\_\_\_\_