



Complaints and Appeals Form

About this form

This form should be used to make a formal complaint or appeal about any aspect of the services provided to you by Ransford College, or about our staff, another learner, or a third party providing services on our behalf. You may also use this form to dispute an assessment decision (assessment appeal).

Ransford College's Complaints and Appeals Policy meets Outcome Standards 2.7 (complaints) and 2.8 (appeals) of the 2025 Standards for Registered Training Organisations, and, for overseas students, Standard 10 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

We will acknowledge your complaint or appeal in writing, keep you informed of its progress, and aim to resolve it within a reasonable timeframe. Lodging a complaint or appeal will not affect your studies or your relationship with Ransford College.

If you are not satisfied with the outcome of our internal process, overseas students may contact the Commonwealth Ombudsman's Overseas Students Ombudsman team, and domestic students may contact ASQA. Details of these external review options are available in our Complaints and Appeals Policy.

Please include as much information as possible about your complaint or appeal, as this will help us to resolve the matter more efficiently.

Type of submission

☐ Complaint	☐ Assessment Appeal	☐ Other Appeal
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Your details

Name			
Student Number (if applicable)			
Address			
Email address		Phone	

Complaint or appeal details

Please describe your complaint or appeal, including as much information as possible including relevant dates and persons involved. Attach any supporting evidence and reference them in your description.

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

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Include any other comments.

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Declaration

I declare that the information provided by me, to the best of my knowledge, is accurate and truthful and can be used to investigate this complaint or appeal.

Signature	
Date	

Please submit this form to Ransford College's Student Administration via email or post.

Privacy notice

Ransford College collects the information on this form to investigate and resolve your complaint or appeal, in line with the 2025 Standards for Registered Training Organisations and, for overseas students, the National Code 2018. Information is handled in accordance with the Privacy Act 1988 (Cth) and Ransford College's Privacy Policy, available on request, and will only be shared with those involved in investigating and resolving the matter.

OFFICE USE ONLY

Date received:	Acknowledged (date):	Assigned to:
Outcome / resolution:		
Date closed:	Complainant notified (date):	Recorded in continuous improvement register: Y / N