

# Appeals Form

For details about submitting an Internal Appeal to Navitas English, please refer to the **Policy & Procedure - Complaints Handling and Appeals** available from Reception and on the Navitas English website.

## Details

Student Name:		Student ID:	
Email address:		Telephone:	
<i>Help provided by Navitas English staff member to submit complaint?</i>		<input type="checkbox"/> Yes	<input type="checkbox"/> No
Staff Name:		Position:	
<i>Reason the student wishes to appeal:</i>			
• Not satisfied with the outcome of a complaint		<input type="checkbox"/>	
• Intention to report for unsatisfactory course progress		<input type="checkbox"/>	
• Intention to report for failure to maintain minimum attendance		<input type="checkbox"/>	
• Intention to cancel enrolment for non-payment of fees		<input type="checkbox"/>	
• Intention to cancel enrolment for unacceptable behavior		<input type="checkbox"/>	
• Other (please specify):		<input type="checkbox"/>	
<i>Has the student received an intention to report / cancel letter?</i>		<input type="checkbox"/> Yes	<input type="checkbox"/> No
Date of letter:			
<i>Has the student attended a counselling meeting related to this appeal?</i>		<input type="checkbox"/> Yes	<input type="checkbox"/> No
Date of meeting:			
<i>Student's description of circumstances leading to appeal:</i>			
<i>Accompanying evidence / documents:</i>			
Date submitted:			
<i>Appeal Manager:</i>			
Staff Name:		Position:	

## Additional counselling meeting

Attendees:		Date:	
Did the student request a translator to attend the meeting?		<input type="checkbox"/> Yes	<input type="checkbox"/> No
<i>Summary of discussion:</i>			

## Outcome

Date:	
<i>Outcome and reasons for decision:</i>	
<i>Follow-up actions:</i>	
<i>Student satisfied with outcome, reasons for decision and follow-up?</i> <input type="checkbox"/> Yes <input type="checkbox"/> No	
<p>If 'No' the student can refer the matter to an independent appeals reviewer within 5 working days of receiving written notification of the outcome.</p> <p>For further details regarding how to submit an External Appeal to an independent appeals reviewer, please refer to the <b>Policy &amp; Procedure - Complaints Handling and Appeals</b>, available from Reception and on the Navitas English website.</p>	