



APPLICANT DECLARATION

- I have read and understood Kingsway Institute’s Complaints and Appeals Policy and Procedure.
- I declare that the other party to the complaint may be contacted in an attempt to resolve the issue.
- I agree that Kingsway Institute may make to make any enquiries necessary to verify my complaint/appeal in relation to any of the information provided and conduct independent evaluation checks and that I may be requested to submit further information upon request or attend a meeting to discuss this matter further.
- The information requested on this form is essential to investigate the complaint/appeal. You have the right to provide as much or as little information, however Kingsway Institute can only make a decision based on the information and supporting documents provided.
- All complaints and appeals will be treated confidentially.
- The collection, access, storage, use and disclosure of any information you provide to Kingsway Institute is governed by the Privacy Act. The college may disclose information about you to The Department of Home Affairs, and/or other Agencies authorised to receive this information.
- I declare that the information I have provided is true in every detail. I understand that if I give false and/or misleading information (including providing false or forged documentation), my complaint/appeal may be refused, and the matter be referred to external agencies.

Signature of Applicant:

Date:

OFFICE USE ONLY

Date Received:
 Complaint/Appeal Recorded: Yes No
 Letter of Acknowledgment Sent: Yes No
 Complaint/Forwarded to Manager: Yes No
 Response Date:
 Resolution Date:
 Resolution Authorised by:
 Attached a copy of response: Yes No
 eBECAS updated: Yes No
 Comments: