

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:		Mobile:	
Did you receive help from a Navitas English staff member to submit the appeal?		<input type="checkbox"/> Yes <input type="checkbox"/> No	
Are you 18 years old or older?		<input type="checkbox"/> Yes <input type="checkbox"/> No	
Staff Name:		Position:	
Reason the student wishes to appeal:			
• 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"/>	
Has the student received an intention to report / cancel letter?		<input type="checkbox"/> Yes <input type="checkbox"/> No	
Date of letter:			
Has the student attended a counselling meeting related to this appeal?		<input type="checkbox"/> Yes <input type="checkbox"/> No	
Date of meeting:			
Student's description of circumstances leading to appeal:			
Accompanying evidence / documents:			
Date submitted:			
Appeal Manager:			
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>	
Has the student accepted the outcome? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	
<p>If 'No' the student can refer the matter to an independent appeals reviewer (such as the Overseas Student Ombudsman) within 5 working days of receiving written notification of the outcome. The student must provide evidence to the Director of Studies that they have lodged an external appeal within the 5 working days.</p> <p>If N/A, Navitas English to explain here:</p> <p>For further details regarding how to submit an External Appeal to an independent appeals reviewer, please refer to the Policy & Procedure - Complaints Handling and Appeals, available from Reception and on the Navitas English website.</p>	

Signature of student:		Date:
Signature of parent/legal guardian: (For students who are under 18)		Date:
Full name of parent/legal guardian: (For students who are under 18)		
Signature of NE staff: (Who assisted the student in completing the form)		Date: