

**This form is for Student Improvement requests and Complaints.**

**For Examination Appeals – refer to AA EX 07**

**PLEASE PRINT CLEARLY – FILL OUT AS APPLICABLE**

STAGE 1	
Section 1 – Details (person lodging record to complete)	
Date:	Student ID Number:
Student Name:	
Company Name:	
Contact Email Address:	
Improvement / Complaint Method:	<input type="checkbox"/> In Person <input type="checkbox"/> Phone <input type="checkbox"/> Email <input type="checkbox"/> Fax <input type="checkbox"/> Letter <input type="checkbox"/> Student Portal
Topic of Improvement / Complaint:	<input type="checkbox"/> Staff/Student Conflict <input type="checkbox"/> Administration <input type="checkbox"/> Training Schedule <input type="checkbox"/> Resources/Courseware <input type="checkbox"/> Other
<b>Details: (Place attach separate piece of paper if more space is required. If it is for courseware please detail the <i>TITLE &amp; DATE</i>)</b>	

Section 2 – Instructor Meeting	
‘Complaints of a general nature (including issues which involve another student), should be directed initially to an Aviation Australia Staff member’	
<b>I have spoken with my Instructor/AA staff member regarding this issue</b> <input type="checkbox"/> Yes <input type="checkbox"/> No	
Date:	Staff Member Name:
I am happy with the outcome of this discussion:	<input type="checkbox"/> Yes <input type="checkbox"/> No    Student signature:
Section 3 – Course Supervisor Meeting	
<b>I have spoken with my Course Supervisor regarding this issue</b> <input type="checkbox"/> Yes <input type="checkbox"/> No	
Date:	Staff Member Name:
I am happy with the outcome of this discussion:	<input type="checkbox"/> Yes <input type="checkbox"/> No    Student signature:

Section 4 – Mediation			
<b>Date:</b>		<b>Location:</b>	
<b>Mediation Meeting Held with:</b>			
<input type="checkbox"/> Instructor	<b>Name:</b>		
<input type="checkbox"/> Course Supervisor	<b>Name:</b>		
<input type="checkbox"/> QAM	<b>Name:</b>		
<input type="checkbox"/> Student Services	<b>Name:</b>		
<input type="checkbox"/> Student	<b>Name:</b>		
<input type="checkbox"/> Other	<b>Name:</b>		
<b>Outcome:</b>			
I am happy with the outcome of this meeting	<input type="checkbox"/> Yes <input type="checkbox"/> No	<b>Student Signature:</b>	
Entered into Helpdesk	<input type="checkbox"/> Yes <input type="checkbox"/> No	<b>Helpdesk Ticket Number:</b>	#
<b>Courseware Improvement</b>			
AA QA PRO 06a Received by:		<b>Date received:</b>	
Helpdesk Ticket Raised by:		<b>Date raised:</b>	
Helpdesk Ticket Number:	#		
<b>Comments:</b>			
<b>Action Taken:</b>			

**NB: This document must be attached to the Helpdesk request**