



Complaint and Grievance Appeal Form

Accelerate Christian Academy – Bourke

Instruction: This form is to be completed by a person (student, parent, staff member, or contractor) who has a complaint or grievance that has not been previously resolved to their satisfaction through the school's initial *Complaint Handling Recording* process.

Section 1: Appellant Details

Full Name _____

Relationship to School Parent/Carer Student Staff Other: _____

Position / Course Level _____

Contact Details Phone: _____ Email: _____

Date of Appeal _____

Section 2: Reference to Original Complaint

To ensure procedural fairness, this appeal must be linked to the initial investigation.

- **Date Original Complaint was Filed:** _____
- **Original Complaint Reference (if known):** _____
- **Reason for Appeal:**
 - New evidence has become available.
 - The initial investigation process was perceived as unfair or biased.
 - The resolution/outcome provided was unsatisfactory.



Section 3: Detailed Outline of Concern

Please provide a brief outline of the unresolved grievance or the specific reasons why the previous resolution was unsatisfactory: *(Attach additional pages if necessary)*

Section 4: Supporting Evidence

Please indicate if any of the following are attached to support your appeal:

- **Medical Certificate Attached?** YES NO
- **Parental/Guardian Note Attached?** YES NO
- **Other Evidence (e.g., emails, photos, statements)?** YES NO

Section 5: Signatures

Signature of Appellant: _____ Date: _____ Signature of
Parent/Guardian (if appellant is a student): _____ Date:

Section 6: For Internal School Use Only (Review Stage)

NESA requirement B9.1 suggests that, where possible, a different officer should conduct the appeal than the one who handled the initial complaint to ensure an unbiased decision.



Reviewer Name & Role

Student Class Teacher Consulted? YES NO

Date Review Commenced

Recommendations of the Principal and/or Chair of the Committee:

Final Outcome of Appeal:

Authorisation (Principal/Chair): _____ **Date:** _____

Section 7: Notification and Recordkeeping

- **Date Appellant Notified of Outcome:** _____
- **Method of Notification:** Meeting Email Formal Letter
- **Location of Stored Record:** _____

Note: All information is confidential and will be protected in accordance with the school's *Privacy Policy* and the *Whistleblower Protection Policy* regarding the identity of disclosers. **A copy of the final notification must be attached to this form.**