



Internal Appeal - Complaints

INSTRUCTIONS: PLEASE READ CAREFULLY BEFORE COMPLETING THIS APPLICATION

1. You may request an appeal if you are dissatisfied with the outcome of the formal complaint.
2. This application must be lodged with the Customer Relations team within ten (10) working days of receiving the outcome of your complaint.
3. The Customer Relations team will notify you if the appeal is accepted or rejected, providing clear reason if the appeal has been rejected.
4. You are advised to contact the Student Life for assistance with your application if required.
5. Once you have completed your application, please email it to customerrelations@boxhill.edu.au

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