

Notice of Appeal Form

This form is available online via the [**Yoobee Colleges Academic Student Hub**](https://myacg.sharepoint.com/sites/YoobeeCollegesStudentHub?spStartSource=spappbar&xsdata=MDV8MDJ8Q2hlcnlsLkxpdHRsZUB5b29iZWVjb2xsZWdlcy5jb218NzUzZDk5MjRkMTFiNGQ1OWQ4ZDgwOGRkMzUxZWFlMGV8NmE0MjVkMGQ1OGYyNGUzNjg2ODkxMDAwMmIyZWM1Njd8MHwwfDYzODcyNTEyODA2MDMzODkyMnxVbmtub3dufFRXRnBiR1pzYjNkOGV5SkZiWEIwZVUxaGNHa2lPblJ5ZFdVc0lsWWlPaUl3TGpBdU1EQXdNQ0lzSWxBaU9pSlhhVzR6TWlJc0lrRk9Jam9pVFdGcGJDSXNJbGRVSWpveWZRPT18MHx8fA%3d%3d&sdata=aVBGL1VDOW1OdlZ6dTlxQlQybXFDQVdEUTVHdlhCdGVqUUQ2eldha01BUT0%3d&clickparams=eyAiWC1BcHBOYW1lIiA6ICJNaWNyb3NvZnQgT3V0bG9vayIsICJYLUFwcFZlcnNpb24iIDogIjE2LjAuMTgzMjQuMjAyNDAiLCAiT1MiIDogIldpbmRvd3MiIH0%3D) Sharepoint site, and from any Campus Manager or Kaiako|tutor.

When handling ākonga|learner complaints, the organisation and its kaimahi|staff will uphold Yoobee Colleges Ltd (hereafter referred to as Yoobee) organisational principles as defined in the policy.

If you are not satisfied with the outcome of a complaint, the Complaints and Appeals Procedure tells you what you can do to raise an appeal, and how Yoobee will handle it.  **Please read this procedure in full before you raise an appeal**

If you would like support in understanding these procedures, or to discuss your circumstances or concerns prior to raising an appeal, you can contact:

1. your Campus Manager - for information regarding the process and to answer any questions
2. your kaiako

Any of these contacts can provide information and are able to discuss options available to you on how to deal with your concerns.

Procedure:

You have 10 working days to submit the Notice of Appeal to the Complaints and Appeals Officer at appeals@yoobeecolleges.com. The 10 days start from when you have received an outcome decision about your complaint from your Faculty Lead or Campus Manager. You will receive a reply confirming receipt of your Notice to Appeal. If there is information missing that an appeal inquiry panel may require, you will be contacted and asked to provide this. It is important that you attach a copy of the decision that has already been made about your complaint, all evidence that supports your appeal, **and** indicate the grounds on which you are appealing. Once all the information has been provided, your Notice of Appeal will be investigated.

Appeal Outcome Options:

There are two possible outcomes:

1. That your appeal will not be taken any further. If this is the case, you will be notified. This notification will include the reasons why this decision has been made. You will also be provided with contact details for external appeal authorities should you consider that the decision is unfair.
2. That your appeal has met the grounds for an inquiry (the appeal will be heard). If this is the case, you will be contacted so that the next steps and how you would like the process to be undertaken can be determined.

*Please* ***save a copy of this form****, complete, sign electronically**OR print, complete, sign, and scan this form* ***and email to*** *appeals@yoobeecolleges.com*

# **Please complete the following details**

**Date:** **​**Click or tap here to enter text.**​**

**Ākonga | Student ID:** **​**Click or tap here to enter text.**​**

**Your Full Name:** **​**Click or tap here to enter text.**​**

**Email Address:** Click or tap here to enter text.**​**

**Phone Number:** **​**Click or tap here to enter text.**​**

**Campus:** **​**Click or tap here to enter text.**​**

**Programme:** **​**Click or tap here to enter text.**​**

**Preferred Contact Method:** Choose an item.

**Awareness of Yoobee Procedures -** please indicate, by ticking any of the boxes below, your awareness of Yoobee procedures

​☐​    I have read and understand the Yoobee Complaints and Appeals Procedure

​​☐​      I require support to understand the Yoobee Complaints and Appeals Procedure

​☐​     I give permission to discuss my appeal with the relevant individuals indicated

**Support** - Please indicate by ticking any of the boxes below if you have a support person, or would like support

☐ I have a support person assisting with this appeal

 If yes, please advise their name and contact details: Click or tap here to enter text.

☐ I would like to know more about support options (please send me more information)

☐ I do not require any support from Yoobee kaimahi | staff

☐ Other (please specify): Click or tap here to enter text.

# **Details of Appeal**

Detailed explanation of the original complaint and outcome and grounds for appeal (please include as much information as possible)

Click or tap here to enter text.

Date you received the outcome of the original complaint: Click or tap to enter a date.

Grounds for appeal: Choose an item.

I have attached:

[ ]  Details of the previous complaint and outcome

[ ]  All supporting evidence

# **Outcome Sought**

Click or tap here to enter text.

**Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Date:** Click or tap to enter a date.

*To sign and submit this form please print, sign, and scan to*