

This form is to be completed by persons wishing to lodge a Complaint or Appeal with Key 2 Learning College.

The form needs to be completed and returned to the College/who it was sent from within **20 days from receipt**. Non-lodgement after 20 days will result in the automatic cancellation of COE or Funded Training Contract and reporting to the relevant Government bodies.

See also the Key 2 Learning College *Domestic Complaints and/or Appeals Policy and Procedure (PP048)* or *Standard 10 of ESOS Act 2018*.

Name of Complainant / Appellant:	
Date Complaint/Appeal Made:	
Training Program in which Enrolled:	
<input type="checkbox"/> Complaint <input type="checkbox"/> Appeal	

Focus of Complaint and/or Appeal	YES	NO
Training and assessment delivery		
Assessment		
Credit Transfer / Recognition of Prior Learning		
Access and equity		
Safety issue		
Trainer and/or assessor		
Issuance of Qualification/Statement of Attainment		
Cancellation of training contract or CoE		
Other		

For Complaints: Provide detailed description of the complaint: *(attach supporting documents if required)*

For Appeals: Provide reasons why the College should revoke its decision: *(attach supporting documents if required)*

Complaints or Appeals will be assessed and advise student to have a meeting with the COE/Course Coordinator within 10 working days of the student lodging it, and finalise the outcome as soon as practicable;

If the Complaints/Appeals is NOT successful in the internal complaints handling and appeals process, Key 2 Learning must advise the student of their right to access an external complaints handling and appeals process at no cost. This advice must be given to the student within 10 working days of the completion of the internal complaints handling and appeals process.

Office use only:

Complaints/Appeals Result:	<input type="checkbox"/> Successful	<input type="checkbox"/> Not Successful
Did the student lodged an appeal within 20 days?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Did the CEO given all relevant parties opportunity to present their case?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Was the outcome been provided to the complainant and/or appellant in writing <i>(within 10 working days)?</i>	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Was the student advised to access external Appeal	<input type="checkbox"/> Yes	<input type="checkbox"/> No
CEO Signature:		
Complainant and/or Appellant Signature:		
Date of Resolution:		