**This form is to be completed by persons wishing to lodge feedback, make a complaint/lodge an appeal with Key 2 Learning College.**

**See also the Key 2 Learning College *Feedback, Complaints and/or Appeals Policy and Procedure* (PP048).**

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| **Name of Complainant / Appellant:** |  |
| **Date Complaint/Appeal Made:** |  |
| **Training Program in which Enrolled:** |  |
| **Feedback. Complaint Appeal** | |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Focus of Feedback, Complaint and/or Appeal** | | | **YES** | | | **NO** | |
| Training and assessment delivery | | |  | | |  | |
| Assessment | | |  | | |  | |
| RPL | | |  | | |  | |
| Access and equity | | |  | | |  | |
| Safety issue | | |  | | |  | |
| Trainer and/or assessor | | |  | | |  | |
| Issuance of Qualification/Statement of Attainment | | |  | | |  | |
| Cancellation of training contract or CoE | | |  | | |  | |
| Other | | |  | | |  | |
| **Provide detailed description of feedback, complaint and/or appeal:** *(attach supporting documents if required)* | | | | | | | |
| **CEO acknowledgment of receipt of Appeal/Complaint/Feedback** | | **Date:** | | | | | |
| **The next steps of the process will be sent to the student within 20 working days:** | |  | | | | | |
|  | | | | **YES** | **NO** | | **DATE** |
| Has the complainant/appellant been to the CEO, trainer, assessor or relevant staff member to discuss the issue? | | | |  |  | |  |
| **If YES - OUTCOME/ACTION**  **If NO – WHY?** | | | | | | | |
| **If the complaint and/or appeal has been resolved, sign off** | | | | | | | |
| If complaint/appeal is not resolved has the CEO investigated and recommended appropriate action? *(within 14 days)* | | | |  |  | |  |
| If about a person, has the person been interviewed to seek their views? | | | |  |  | |  |
| **If the complaint and/or appeal has been resolved, sign off** | | | | | | | |
| If required, has mediation been organised by CEO | | | |  |  | |  |
| Has the CEO informed the complainant and/or appellant of outcomes of mediation *(within 5 working days)*? | | | |  |  | |  |
| **If the complaint and/or appeal has been resolved, sign off** | | | | | | | |
| If complaint and/or appeal still unresolved, has the complainant and/or appellant written to the CEO *(within 10 days of mediation outcomes)*? | | | |  |  | |  |
| Has the CEO given all relevant parties opportunity to present their case? | | | |  |  | |  |
| Has the outcome been provided to the complainant and/or appellant in writing *(within 10 working days)*? | | | |  |  | |  |
| Has all relevant data been recorded on file and a copy forwarded to Administration? | | | |  |  | |  |
| **CEO Signature:** |  | | | | | | |
| **Complainant and/or Appellant Signature:** |  | | | | | | |
| **Date of Resolution:** |  | | | | | | |