**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).**

|  |  |
| --- | --- |
| **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:** |  |