

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 working days from receipt**. Non-lodgement after **20 working days** will result in the appeal or complaint not being upheld or cancellation of COE (if stated in the warning) 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 9 and 10 of ESOS Act 2018*.

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

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)*

Appeals – The student will be notified in writing of the outcome of the appeal (outcome notification) within 10 working days from the date the appeal was initially received

**Note - Where Key 2 Learning College considers more than 60 calendar days are required to process and finalize the ‘appeal’, they will inform the student in writing as to why this is required and provide you with regular progress updates.**

Complaints - The complainant will be notified in writing of the outcome of the complaint (outcome notification) within 30 working days from the date the complaint was initially received.

If the Appeal/Complaint has been unsuccessful, and the student is dissatisfied with the outcome, they can ask for their case to be reviewed by an independent party such as “Mediation Institute Independent Complaint Handling Service - 1300 781 533”. This review will occur within 14 working days of the date of outcome notification.

In these instances, Key 2 Learning College will organise for an independent party to review the Appeal/Complaint and where required mediate a resolution.

**Office use only:**

Complaints/Appeals Result: ☐ Successful ☐ Not Successful

Did the student lodge an appeal within 20 days? ☐ Yes ☐ No

Did the CEO give all relevant parties opportunity to present their case? ☐ Yes ☐ 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	
<b>CEO Signature:</b>	
<b>Complainant and/or Appellant Signature:</b>	
<b>Date of Resolution:</b>	