

STUDENT COMPLAINTS AND APPEALS FORM



Alana Kaye is committed to improving services to you and future students. The internal and external complaints and appeals procedure is detailed in the Alana Kaye Student Handbook located on our website. Please complete:

Part one to make a complaint about the conduct of:

- a. Alana Kaye, its trainers, assessors or other staff
- b. a Third Party providing services on the Alana Kaye's behalf, its trainers, assessors or other staff or
- c. a student of the RTO.

This form can also be used to appeal an assessment decision Students may request a review of decisions, including assessment decisions, made by Alana Kaye or a Third Party providing services on Alana Kaye's behalf. You are also able to talk with the Campus Manager, General Manager or Student Support Officer who will fill out this form on your behalf.

For telephone enquiries please contact Marcus Thomson, General Manager, Telephone: 1300 25 26 25

STUDENT DETAILS

LEARNER NAME	USI
POSTAL ADDRESS	
PHONE	DATE

SECTION 1 – TO MAKE A COMPLAINT ABOUT THE CONDUCT OF ALANA KAYE, TRAINER/ASSESSOR, STAFF, THIRD PARTY OR STUDENT OF ALANA KAYE

PLEASE DESCRIBE YOUR CONCERN IN THE SPACE PROVIDED BELOW (Please attach additional pages if required)

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WHAT OUTCOMES ARE YOU SEEKING?

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DATE OF INCIDENT OR CONCERN

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STUDENT'S SIGNATURE

DATE

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SECTION 2 - APPEAL AGAINST AN ASSESSMENT DECISION

NAME OF TRAINER/ASSESSOR

NAME OF UNIT OF COMPETENCY

HAVE YOU DISCUSSED OUR CONCERN WITH THE TRAINER/ASSESSOR?

PLEASE DESCRIBE THE REASONS WHY YOU DISAGREE WITH THE ASSESSMENT DECISION (Please attach additional pages if required)

STUDENT'S SIGNATURE

DATE

SECTION 3 - APPEAL AGAINST A DECISION MADE BY ALANA KAYE

PLEASE DESCRIBE THE REASONS WHY YOU DISAGREE WITH THE DECISION MADE BY ALANA KAYE

STUDENT'S SIGNATURE

DATE

Please return this form in person to the Branch Manager, by post or e-mail marcus@alanakaye.edu.au.

OFFICE USE ONLY

NAME OF PERSON HANDLING THE COMPLAINT/APPEAL

STEPS TAKEN

RESOLUTION

ALANA KAYE REPRESENTATIVE SIGNATURE

DATE

Entered on Student Complaints and Appeals Register

YES

NO

Results given to the Student

YES

NO

E-mail of outcome form sent to student

YES

NO

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NOTE: If a student is dissatisfied with the outcome, the student is able to ask Alana Kaye to organise an appropriate third party to review the decision. The independent third party will be an organisation, body or person identified and agreed to by all parties at the time at no cost to the student. Please refer to the Student Handbook.