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| 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 coplaint about the conduct of:   1. **Alana Kaye, its trainers, assessors or other staff** 2. **a Third Party providing services on the Alana Kaye’s behalf, its trainers, assessors or other staff or** 3. **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 Branch Manager, National Training Manager or Student Support Officer who will fill out this form on your behalf.**  **For telephone enquiries please contact Marcus Thomson, National Training Manager, Telephone: 1300 25 26 25** |

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| 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) | |
| WHAT OUTCOMES ARE YOU SEEKING? | |
| DATE OF INCIDENT OR CONCERN | |
| 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 |

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| 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 |

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

OFFICE USE ONLY

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| 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** |