



STUDENT COMPLAINTS AND APPEALS FORM

TKL College responds to all allegations involving the conduct of:

- the RTO, its trainers and assessors and other staff.
- any third-party providing Services on behalf of TKL College and including education agents.
- any student or client of TKL College.

Complaints may be made in relation to any of TKL College services and activities such as:

- the application and enrolment process
- marketing information
- the quality of training and assessment provided
- training and assessment matters, including student progress, student support and assessment requirements
- the way someone has been treated
- the actions of another student

An appeal is a request for a decision made by TKL College to be reviewed. Decisions may have been about:

- course admissions
- refund assessments
- response to a complaint
- assessment outcomes / results
- other general decisions made by TKL College

Your Details			
Surname:		Given Name:	
Date of birth:		Phone No:	
Email:			
Address:			
Course / program enrolled in:			
Complaint submission date:			



Formal Complaint Details

What is your complaint? Please include any background information including specific dates, names and other details that will help our investigation.

Do you have any evidence to support your complaint? Please list any witnesses who can support your statement and attach copies of relevant documents.



Have you tried to resolve the matter informally? If so, what did you do, who did you ask for help and what was the result? If you have not attempted to resolve the matter informally, please explain why.

What effect has the event / action had on you? And what outcome would you like?



Formal Complaint Appeal Details

Why do you not agree with the resolution of the complaint?

Do you have any new evidence to support your complaint? Please attach copies of relevant documents.

What outcome would you like?



Please read the statements below and check the boxes in acknowledgment.

I understand that formal investigation of my complaint requires that the details of my complaint (including my identity) may be shared with the person who is the subject of the complaint, so they can respond. These details may also be shared with potential witnesses.

I have read the Student Complaint and Appeals Policy and the Student Complaints and Appeals Procedure and understand the process, potential consequences and outcomes of lodging this complaint.

Please lodge this form and supporting documents in the Complaints and Feedback box at TKL College Reception, or email them to info@tkl.edu.au

We will endeavour to contact you as soon as possible regarding your application (within a maximum of 3 days). The complaints and appeals process will commence within 10 business days of receipt of the application. Complaints and appeals will be finalised as soon as practicable or at least within 30 calendar days unless there is a significant reason for the matter to take longer. In matters where additional time is needed, the complainant or appellant will be advised in writing of the reasons and will be updated weekly on the progress of the matter until such a time that the matter is resolved. If you are unhappy with the way your complaint is handled, you may be able to appeal the outcome internally or lodge a complaint with an external organisation.

For further information please refer to the Student Complaint and Appeal Policy and Procedure or ask your Trainer or the Program Manager.

Privacy notification: TKL College is subject to the Privacy Act 1988. Personal information collected on this form will be used to process and investigate your complaint. Only the people who are directly involved in the complaint will have access to information about the complaint. This complaint and further communications that form part of the complaint will be stored securely in a complaints register administered by the Executive Officer. You have the right to request access to your personal information.

Student Declaration

I declare the information provided in this application is accurate and I have read and understood the information regarding the Complaints and Appeals process of TKL College.

**Student
Name:**

**Student
Signature:**

Date:



FOR OFFICE USE ONLY

**Received by:
(Name)**

Position:

Signature:

Date:

Action Taken:

Date and details of how the complainant was advised of the outcome.

Actioned by: (Name)

Position:

Signature:

Date:

Details of any further action required: