Complaint and Appeals Form

This form to be used to lodge a Complaint or Appeal about a decision Keystone College of Business and Technology (KCBT) has made, including but not limited to:

- Assessment outcomes
- Disciplinary actions i.e. misbehaviour
- Attendance records
- Course fees
- Notifications of intention to report you to DoHA.
- Complaint about another student or staff and
- Other decisions directly or indirectly affecting you.

Important Information:

- You should read the policy and procedures carefully to establish your eligibility for Complaint or Appeal and the fact sheet on page number 3 of this form.
- You must complete all the sections below and attach documents relevant to your application
- Processing time is 10 working days from the date of receipt

Name:	
Student ID:	
Postal Address:	
Contact Number:	
Email Address:	

COMPLAINT or APPEAL			
Please specify if you are submitting a complaint or an appeal:			
	Complaint		Appeal

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Details of Complaint or Appeal: *Please outline the reasons for your complaint or Appeals. If necessary, attach an extra page to outline the complaint. Any documentation that supports your complaint or appeals should also be provided (copies only).*

Student Acknowledgement: *All the information provided is true and correct to the best of my knowledge.*	
Signature:	
Date:	

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Complaint and Appeal Fact Sheet

Please use Complaints and Appeal form to lodge a complaint against a decision, process and procedure of the college, staff member or to lodge an appeal against a result and assessment.

Principles

Any complaint will be handled fairly, recognising the rights of both the person making the complaint and the College and person against whom the complaint is being made. All parties concerned will be treated with courtesy and appropriate confidentiality will be maintained. In the interests of providing the most effective and timely means to address concerns most complaints should be dealt with as close to the source as possible and involve the people most directly concerned unless the complaint is about a person concerned.

KCBT will respond to complaints in a timely manner and ensure the client is kept informed of progress in the resolution of the complaint and of any undue delay. In any event, the process:

1. Must commence within 10 working days of the formal lodgement of the complaint;
2. Standard complaints should be resolved within 20 working days; and
3. Complex complaints may take longer to resolve albeit a target of 60 calendar days applies.

KCBT will be transparent and accountable in relation to client complaints by ensuring information about the procedure is widely available and by informing stakeholders about feedback received and actions taken to improve services resulting from analysis of feedback.

At any point a complaint may be withdrawn by the complainant. All staff members are aware of this process and procedure.

The College will collect data and maintain records of complaints received and their outcomes. These will be analysed by Management as a standard agenda item at Management Review Meetings and assessed annually as part of the KCBT's continuous improvement strategy. All documentation relating to student complaints will be sent to Records Manager and filed appropriately.

Where a student chooses to access the complaints and appeals processes the student's enrolment must be maintained pending the outcome. However, if the complaint is vexatious or trivial the Chief Executive officer can intervene and refuse to proceed further. Where any complaint handling or appeal process results in a decision that supports the student, KCBT must immediately implement any decision and/or corrective and preventative action required and advise the student of the outcome.

This policy and procedure is available to all staff in the Staff Handbook. This policy and procedure will also be made available to all prospective and enrolled students on the KCBT website and addressed during any orientation program. It is also available through student administration or the Student Support Officer. Details of all complaints and appeals (grievances), whether informal or formal, and whether academic or non-academic matters, are recorded and stored in the Complaints Register, and in the student's file(s). These records will be treated as confidential, retained for five years and parties to the grievance process can have appropriate supervised access to these records.

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Office Use Only:

Received by:		Complaint Number:	
Date:		Given to <Position> for Processing:	

Proposed Actions:
Communicated to student □ Email □ In Person □ Letter Date:

Student's response to proposed actions:

□ Accepts and agrees (File copy in Student's personal file / Record in CIR to prevent event from reoccurring)

□ Takes further action (Records Manager contact student within 5 working days to guide student)

Attach further Notes