

Complaints and Appeals Form

This form is 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 member
- Other decisions directly or indirectly affecting you.

Important Information

- Ensure that you are eligible to lodge a Complaint or Appeal by carefully reading the policies and procedures. Refer to the fact sheet on page 3 for more information.
- Complete all sections below accurately and attach any relevant documents that support your application.
- Processing time is **10 working days** from the date of receipt of your application.

Full Name:	
Student ID:	
Postal Address:	
Contact Number:	
Email Address:	
Please select your reason for application	
<input type="checkbox"/> Complaint	<input type="checkbox"/> Appeal

Details of Complaint or Appeal

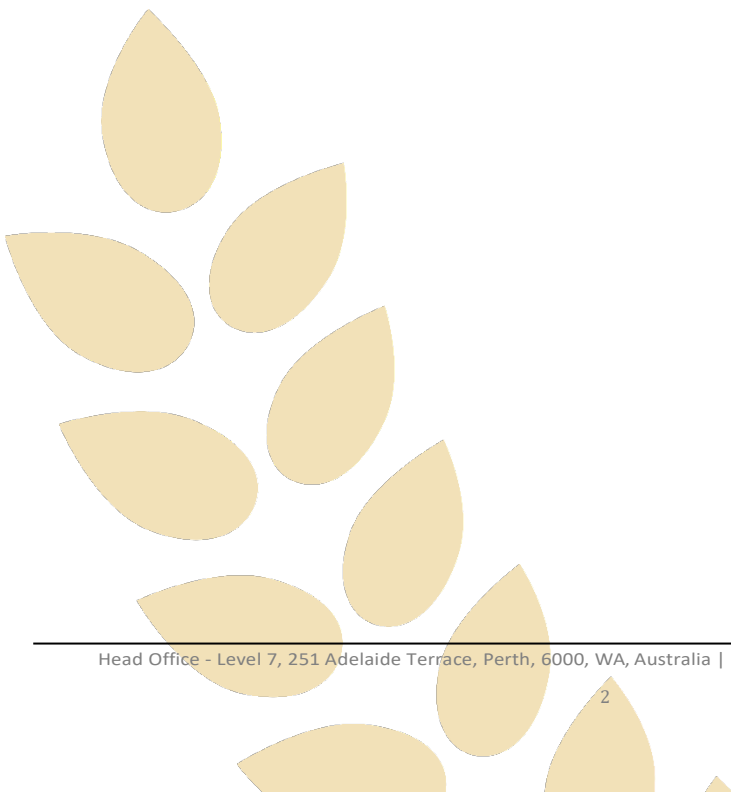
Please provide a clear outline of the reasons for your complaint or appeal. If required, you may attach an additional page to elaborate on the details of the complaint or appeal. Please remember to include any relevant supporting documentation (copies only).

--

Student Acknowledgement

I hereby confirm that all the information provided is accurate and true to the best of my knowledge. I have read and understood the Complaint and Appeal policy and procedure. I am aware that I may be requested to provide additional information and may be asked to attend a meeting to discuss my application.

Signature:	
Date:	



Complaint and Appeal Fact Sheet

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

Principles

All complaints 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 throughout the process. 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 the 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 collects data and maintains records of complaints received and their outcomes. These are 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 is sent to the Student Support Services 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 are 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.

Office Use Only

Received By:		Position:		Date:	
---------------------	--	------------------	--	--------------	--

Proposed Actions:			
Student notified of application outcome:	<input type="checkbox"/> E-mail	<input type="checkbox"/> In Person	Date:

Student's response to proposed actions:
<input type="checkbox"/> Accepts and Agrees <i>(File copy in Student's personal file / Record in CIR to prevent the event from reoccurring)</i>
<input type="checkbox"/> Further Action To Be Taken <i>(SSM contacts student within 5 working days to guide student)</i> <u>Attach further Notes</u>