



Building better futures since 1975

Return completed form to:

Level 1, 171 Elizabeth Street

Brisbane QLD 4000

Email: info@kellycolleges.com.au

Tel: 07 3210 2200 Fax: 07 3210 2247

CRICOS 02563D

STUDENT COMPLAINTS AND APPEALS FORM

DEFINITIONS:

Complaint: an action by a student requesting reconsideration or rectification of an issue in response to their dissatisfaction or disapproval with any aspect of the operation of the College other than the result of an assessment. The issues for which a student may lodge a complaint/grievance include, but is not limited to: a policy or procedure; fees; refunds; environmental factors; teaching/delivery styles; or equipment.

Appeal: an action by a student to request a re-mark or re-assessment of an assessment resulting from dissatisfaction or disagreement with a mark or grade awarded.

SECTION 1

Student Use Only

Students are reminded that they have one calendar month (after the issue arises) to lodge a Student Complaints and Appeals Form

Student Name:

Student No.:

Date of Notification:

I wish to lodge a formal

Complaint

Appeal

Details of complaint or appeal (you may attach supporting documentation if required):

Signature:

(Student)

Date:

SECTION 2

Office Use Only

Investigation / interview with student to discuss complaint or appeal conducted on

At

am / pm by

Outcome of interview/investigation and reasons for decision:

Compliance Officer Advised

Date:

Signature:

Date:

(Assessor/Principal/Director of Campus)

SECTION 3

I acknowledge that I have been advised of the outcome of my complaint or appeal.

I do/do not wish to pursue this complaint or appeal.

I understand that if I intend to pursue this matter I must contact ACPET or DET within one calendar month.

Signature:

(Student)

Date:

SECTION 4

ONLY COMPLETE IF STUDENT WISHES TO PURSUE MATTER FURTHER

I acknowledge that:

1. if I wish to pursue this complaint or appeal that I must contact the Australian Council for Private Education and Training (ACPET) or the Queensland Department of Education and Training (DET) within one calendar month; and
2. I have received contact details for both ACPET and DET as follows:

ACPET Queensland

Telephone: 07 3210 1628
Facsimile: 07 3210 6347
Email: qld@acpet.edu.au
Web site: www.acpet.edu.au/
Street address: Lennons Commercial Tower
Level 26, 76 Queen Street
Brisbane QLD 4000

DET Queensland

Telephone: 07 3225 2416
Facsimile: 07 3237 9774
Web site: www.trainandemploy.qld.gov.au
Street address: Level 4, Education House
30 Mary Street
Brisbane QLD 4000

Signature:

(Student)

Date:

THE COMPLAINTS AND APPEALS PROCESS DOES NOT PREVENT A STUDENT FROM EXERCISING THE STUDENT'S RIGHTS TO PURSUE OTHER LEGAL REMEDIES.