

## Students complaints, grievance and appeals form



Use this form when you are lodging a formal complaint, grievance or appeal, including non-academic concerns. This form should be completed in conjunction with the student handbook highlighting the procedures for submitting.

Submit the completed form as a PDF to [admin@keyinstitute.com.au](mailto:admin@keyinstitute.com.au)

Name:	
Contact details:	
Date:	
Course:	
<p>Please outline your complaint:</p> <p><i>Please include an outline of the issue in detail</i></p> <p><i>What happened</i></p> <p><i>When did items occur</i></p> <p><i>Who was involved</i></p>	
Why do you think this issue has occurred?	

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What actions would you like to happen in order to resolve this issue?	
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**Declaration**  
 All information I have provided within this form is true and accurate. I also understand that this complaint will be dealt with in accordance with Key Institute’s relevant complaint and appeals policy and procedures as stated in the Student Handbook.

Student Name:	
Signature:	
Date:	

<b>OFFICE USE ONLY</b>			
Matter referred to (circle one)	<input type="checkbox"/> CEO <input type="checkbox"/> Training Manager <input type="checkbox"/> Appeals Review Committee <input type="checkbox"/> External		
Comments from the receiving person and suggested action			
Signature		Date	