



Complaint Number:
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## Complaint Lodgement Form

*Complainant to complete when wishing to complain about a Career Key service or incident*

**Date of lodgement of the complaint:**

**Name:**

**Course:**

**Course Start Date:**

**Course End Date:**

**Ph/Mobile:**

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### Details of Complaint

*(Please enter as much detail as you can to assist Career Keys in addressing your concerns. You may attach additional sheets if required)*

**Date incident occurred:**

**Location incident occurred:**

**Persons involved (other than yourself):**

**Outline what occurred:**

**Were there any injuries, or damage to property? (Circle)      Yes    No**

**(If 'Yes') please describe the injuries or damage?**



Were there any witnesses? (Circle) Yes No

(If 'Yes') Names:

Other relevant information you may wish to provide:

What, if any, response or action are you seeking or expecting?

*I declare that I have provided all details in an accurate manner, to the best of my knowledge.*

Complainant:

Date:

Signature:

**Please tick:**

- I fully completed this Form.**
- This Form was completed on my behalf by \_\_\_\_\_**

Signature:

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**Office Use Only**

- This complaint was acknowledged within 48 hours of receipt (copy attached).**

(Circle) YES NO Initial of Authorised Officer:

- The complainant has been notified in the event that it is expected that the complaint will require more than 60 days to resolve (copy attached).**

(Circle) YES NO N/A Initial of Authorised Officer:

- Career Keys' Operations Manager has been notified and this appeal has been entered on the Continuous Improvement Register and will be monitored to closure.**

(Circle) YES NO Initial of Authorised Officer:

<b>Date(s) Complaint Reviewed by:</b>
<b>Other parties involved (list):</b>
<b>Advice from all other parties about the matter requested (list parties and copies attached):</b>
<b>Advice from all other parties received (list parties and copies attached):</b>
<b>Decision Taken (with justification):</b>
<b>Name of RTO Delegate:</b>
<b>Signed:</b> _____ <b>Date:</b> _____

- The student has received writing advice of this review outcome and the student's right to progress the review to an independent party (copy attached).**

(Circle) YES NO Initial of Authorised Officer:

- Career Keys' Operation's Manager has been notified of the decision.**

(Circle) YES NO Initial of Authorised Officer:



- Student records have been amended (if appropriate).**

(Circle) YES NO Initial of Authorised Officer:

<p><b>Notification of Request for an independent Review received within 14 calendar days by the student.</b></p> <p style="text-align: right;"><b>Yes / No</b></p> <p><b>If no, completed complaint documentation with all evidence submitted to the Complaints &amp; Finance Officer to include on Complaints &amp; Appeals File.</b></p> <p><b>date:</b> <b>Initial of Authorised Officer:</b></p>
<p><b>If yes, resolution agency notified and date set for resolution session.</b></p> <p><b>Date and time of session:</b></p> <p><b>Location:</b></p>

- The student has received writing advice of this resolution session and the student’s right to bring a third party (copy attached).**

(Circle) YES NO Initial of Authorised Officer:

- Post resolution session, the matter was resolved and a copy of the independent’s decision is attached.**

(Circle) YES NO Initial of Authorised Officer:

- Student has received formal notification of this final decision (copy attached).**

(Circle) YES NO Initial of Authorised Officer:

- Student records have been amended (if appropriate).**

(Circle) YES NO Initial of Authorised Officer:

- Completed complaint documentation with all evidence submitted to the Compliance & Finance Officer to include on Complaints & Appeals File.**

(Circle) YES NO Initial of Authorised Officer: