

COMPLAINTS AND APPEALS FORM

1. PURPOSE

- 1.1 The purpose of this Form is provide details for lodging a formal complaint or appeal with Indie College.
- 1.2 Please refer to the Complaints and Appeals Policy and Procedure located on the Indie College website for further information.

2. SCOPE

- 2.1 This Form applies to all students, employees (full time, part time, permanent, fixed term and casual), and contractors of Indie Education, including Indie School, Indie College, Indie Academy and Indie Services.

Complainant Name:	
Relationship to Indie College:	Student / Parent / Guardian / Employee / Other:
Date submitted:	
Complaint against:	Name: ☐ Coach ☐ Student ☐ Another Employee ☐ Indie College ☐ Resources ☐ Assessment Tools ☐ Other:
Other parties involved (if any):	

DETAILS OF COMPLAINT, GRIEVANCE or APPEAL

Have you discussed this matter with your trainer in an attempt to reach a decision?

Yes / No

Please list details of complaint, grievance or appeal below. If there is not enough room on this form, please attach additional pages.

Additional pages attached: Yes / No

Date:

☐ Form submitted to DCEO or CEO

Complaints and Appeals
Register Number:

RECOMMENDED ACTION REQUIRED FOR IMPROVEMENT

Written Acknowledgement (within 5 business days)

- ☐ Written acknowledgement has been given to the complainant

Initial Meeting (within 10 business days)

- ☐ Complaint/Appeal raised
- ☐ Initial meeting held to discuss with all parties involved in the Complaint/Appeal, in order to find a solution agreeable to all parties
- ☐ Solution found and remedied (Please continue to Complaint/Appeal Outcomes section)

For Appeals: Outcome of initial meeting (within 15 business days)

- ☐ Student is given a written statement of the outcome of the initial meeting

Further investigation required (within 60 calendar days)

- ☐ Referral to Indie College DCEO or nominated person
- ☐ Referred to a third party/panel
- ☐ Referral to other services (i.e. counselling services or LLN)
- ☐ Referral to National Training Complaints Hotline
- ☐ Referral to government body (i.e. police, hospital)
- ☐ Referral to funding body (i.e. DET, VTG)

Indie College is responsible for acting upon the subject of any Complaint/Appeal found to be substantiated.

COMPLAINT/APPEAL OUTCOMES

Action/Response Taken By:

Date:

FEEDBACK FROM COMPLAINANT

- ☐ Satisfied with outcome
- ☐ Dissatisfied with outcome – Further action required
- ☐ Matter was dealt with within a reasonable timeframe: Yes / No

Other comments:

Complainant Signature:

Date:

ACTION/MONITORING	DATE	ACTION TAKEN BY
☐ Opportunity for Improvement implemented		
☐ Actioned at Quality & Compliance Meeting		
☐ Policies and procedures updated and implemented		
☐ Filed into Complaints and Appeals Register		
☐ Cross-referenced with Database		

Please submit this form to the DCEO or CEO

3. POLICY REVIEW

- 3.1 In accordance with Indie Education's policy review protocol, this Form will be reviewed annually. If there are material changes to circumstances before the 12-month review period, this Form will be reviewed immediately to ensure its contents remain effective and up to date.

4. AUTHORISATION

- 4.1 This Form has been reviewed and approved in accordance with the delegations set out in the Chief Executive Officer Limitations Policy and is available to the Board and the Chief Executive Officer for ongoing consideration.