COMPLAINTS AND APPEALS FORM

1. PURPOSE

1.1 The purpose of this Form is to help you tell Indie Education if you are unhappy about something (a complaint) or if you want a decision reviewed (an appeal).

1.2 You have the right to raise concerns and ask for a review without fear of disadvantage.

1.3 You can find more information about the process in the Complaints and Appeals Policy on the Indie Education website.

2. SCOPE

2.1 This Form can be used by:

- Students
- Parents or carers
- Members of the wider community

2.2 This Form applies to all Indie Education services, including:

- Indie School
- Indie College
- Indie Academy
- Indie Services

Your Name:	
Relationship to Indie Education:	☐ Student ☐ Parent ☐ Guardian ☐ Other
Is this a Complaint or Appeal?	☐ Complaint – I am unhappy about an action, decision or service ☐ Appeal – I want a decision reviewed (e.g. an RTO assessment result)
Who or what is this about? *Name of person/service if known*	
What does this relate to?	☐ Teacher/ Trainer ☐ Student ☐ RTO assessment or results ☐ Learning materials ☐ Indie Education (general) ☐ Other:
Anyone else involved? (optional)	
Have you discussed this matter with your teacher/trainer to try and fix it?	☐ Yes ☐ No *(You don't have to do this if you feel uncomfortable or unsafe.)*

3. DETAILS OF COMPLAINT OR APPEAL

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

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_____

3 . 2 Additional pages attached: Yes / No

4. DECLARATION

4.1 I confirm that the information provided is true and correct to the best of my knowledge.

Complainant Signature:	**Date:**

5. WHAT HAPPENS NEXT?

(a) We will acknowledge your complaint or appeal in writing within 5 business days

(b) We will try to resolve it quickly and fairly

(c) If needed, a meeting may be arranged

(d) You will receive a written outcome, including next steps

(e) If you are not satisfied, you will be told about external review options

5.1 You may bring a support person to meetings if you wish.

6. IMPORTANT INFORMATION

(a) Raising a complaint or appeal will not disadvantage you

(b) All information is treated confidentially

(c) Records are kept securely

(d) Complaints help Indie Education improve its services

OFFICE USE ONLY	
☐ **Form submitted to DCEO or CEO**	
Date submitted:	
Complaints and Appeals Register Number:	

7. RECOMMENDED ACTION REQUIRED FOR IMPROVEMENT

7.1 **Written Acknowledgement (within 5 business days)**

☐ Written acknowledgement has been given to the complainant

7.2 **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)

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

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

7.4 **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)

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

8. COMPLAINT/APPEAL OUTCOMES

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_____

_____

_____

_____

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9. 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		

10. POLICY REVIEW

10.1 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.

11. AUTHORISATION

11.1 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.