

Complaints and Appeals Submission Form

1.0 General Information before submission

Please use this form if you would like to lodge a **complaint** or you would like to make an **appeal** about a decision Lead Institute has made, including but not limited to:

- Assessment outcomes
- Disciplinary actions i.e., misbehaviour
- Attendance records
- Course fees
- Allegations involving conduct of Lead Institute, our Trainers/Assessors, employees/staff, other learners/students and any third parties and their staff providing services on behalf of Lead Institute.
- Notifications of Intention to Cancel your enrolment at Lead Institute
- Other decisions directly or indirectly affecting you.

The Complaints and Appeals Process commences within **ten (10) working days** of receipt of the **complaint and/or appeal**, and will be reviewed by CEO, Academic Manager and Student Support Officer of Lead Institute, and may be referred to other relevant persons such as your Trainer. The Student Support Officer may invite you to a hearing or for further information. Meetings will be confidential, and no data will be released to any third party, except where requested by an Australian Government authority. Lead Institute aims to resolve complaints/appeals as quickly as possible, generally within *20 working days*. Should additional time be required, we will inform you in writing, detailing the reasons why additional time is required.

Details of your **complaint/appeal** is recorded and stored in your student file and Lead Institute 's student database. These records will be retained for five years during which you can request access to these records.

Your enrolment will be maintained throughout the *complaint/appeal* process, and you are encouraged to continue to attend your classes.

Throughout the **complaint/appeal** process you will be able to bring a friend or family member to all meetings and/or ask for a translator. Once a decision has been reached, you will be informed about the outcome of your **complaint/appeal**, in a written statement which will include details of the reasons for the outcome. If you are still not satisfied with the advice and outcome, then you have the right to lodge a complaint/appeal using ASQA's online complaints portal (asqaconnect)

<https://asqaconnect.asqa.gov.au/>

If you have any further questions relating to the *complaint & appeal* process, meet our Student Support Officer.

Note: If the internal or any external complaint handling or appeal process results in a decision that supports the student, Lead Institute must immediately implement any decision and/or corrective and preventative actions required and advise the students of the outcome.

Submitted to Lead Institute hello@leadinstitute.edu.au or in person)

Complaint and Appeal Form submitted on: ___/___/___		Received by: _____	
2. Personal Details			
Student Contact ID:		Student Name:	
Course Code & Name:			
3. Contact Details			
Mobile:		Email Address:	
What is your current residential address?			Postcode:
Preferred contact method	<input type="checkbox"/> Telephone/Mobile	<input type="checkbox"/> Letter	<input type="checkbox"/> Email
4. Appeal/Complaint Details			
Reason for this APPEAL (Please tick) <input type="checkbox"/> Assessment outcome, unit: <input type="checkbox"/> Disciplinary action taken against you <input type="checkbox"/> Attendance records <input type="checkbox"/> Course fees <input type="checkbox"/> Notice of Intention to Cancel <input type="checkbox"/> Other (please specify): <input type="checkbox"/>		Reason for this COMPLAINT (Please tick) <input type="checkbox"/> Staff member (please provide name) <input type="checkbox"/> Services (please specify): <input type="checkbox"/> Other (please specify): Have you complained about this issue before? <input type="checkbox"/> Yes, date: _____ <input type="checkbox"/> No	
5. Appeal/Complaint Summary - Please outline the reasons for your appeal/complaint and attach any evidence to support your submission			
<p>Attach additional pages/evidence as necessary</p> 			
6. Would you like to present your case for complaint/appeal in person?			
<input type="checkbox"/> Yes	<input type="checkbox"/> No	If yes , would you like to have a support person present with you at the meeting/s?	<input type="checkbox"/> Yes <input type="checkbox"/> No
7. Acknowledgement - All of the information provided is true and correct to the best of my knowledge.			
Name:	Signature:	Date	
I am willing to attend a hearing with the Student Support Officer and a member of the senior management team of Lead Institute if required.		<input type="checkbox"/> Yes	<input type="checkbox"/> No
8. Privacy Notice			
<p>The information provided on this form will be used exclusively to resolve your appeal/complaint. None of the information you provide on this form will be disclosed to anyone outside of this business without your permission unless we are required to do so by law. Please note that we will keep a written record of your complaint/appeal, including the outcome and reason for outcome.</p>			
9. Office Use Only			
Copy of initial complaint along with any required evidence emails) forwarded to hello@leadinstitute.edu.au		<input type="checkbox"/> Yes	