

The complaints and appeals procedure of Lumify Learn ensures that all complaints are dealt with in a constructive and timely manner at no cost to the complainant/appellant.

Before lodging a formal complaint or appeal, you are requested to carefully read our **Complaints & Appeals Policy**.

This form is to be directed to the Compliance Manager.

Complainant Section			
Personal Details:			
First Name		Surname	
Student ID		Date of Birth	
Course			
Start Date			
Mailing Address:			
Street Address			
Suburb		State	
Country		Postcode	
Email address:			
Phone		Mobile	
Details of the Complaint/Appeal			
Have you done anything to try and resolve this?			

Is there any evidence that might support this complaint or appeal (Where applicable)	
What outcome are you seeking? Do you have a suggested resolution for the problem?	
Do you have a support person who you would like to assist you? Please provide their details here.	
Name	
Relationship to you: (brother, friend classmate etc)	
Do you give this person permission to act or be included in all correspondence or be contacted regarding this complaint? (Please indicate below)	
<input type="checkbox"/> Yes	<input type="checkbox"/> No
If you give permission for this person to receive copies of all correspondence relating to your complaint procedure (including correspondence which may contain your personal information), please include their contact details below.	
Mailing Address:	
Street Address	
Suburb	State
Country	Postcode
Email address:	
Phone	Mobile
Declaration:	
I confirm that I have read and understood Lumify Learn’s Complaints & Appeals Policy and Procedure. I agree that all information provided in this form is true and correct. I hereby give permission for the persons identified above to act on my behalf or be included in any contact regarding this complaint.	
Name	
Signature	
Date	

**Next Steps**

- You will be notified in writing acknowledging receipt of the complaint of appeal.
- The Training Manager is appointed as the Complaints Resolution Officer but may delegate where appropriate.
- The Training Manager or Delegate will investigate the Complaint/Appeal.
- The principles of natural justice and procedural fairness will be adopted at every stage of the complaint or appeal and it will be a transparent, participative process.
- Complaints or appeals where possible are to be resolved within 10 working days of the initial application.
- You will be advised in writing of the outcome of their complaint/appeal.
- Where Lumify Learn considers that the matter may take longer than 60 days, you will be notified in writing and we will keep you informed of the progress of your complaint.

Office Use Only	
Staff member receiving the complaint/appeal section	
Received by (name)	
Position	
Additional Notes	
Actions required by staff member	
I have sent acknowledgement that the complaint/appeal has been received	
I have completed the declaration below and provided a copy of this form to the Compliance Officer	
I understand that this complaint/appeal must be kept confidential and be sent to the Training Manager.	
Actioned by:	
Position:	
Signature:	
Date:	

Complaints Resolution Section		
<ul style="list-style-type: none"> <li>This section should be completed by the Training Manager or Delegated authority.</li> <li>The Complainant should be provided a written response including outcomes/resolution to this complaint/appeal within 10 days of submission.</li> <li>Where this is not possible, progress updates must be provided to the Complainant communicating any barriers to completion</li> </ul>		
<b>Complaints Resolution Officer (Name)</b>		
<b>Position:</b>		
Investigation Notes		
Details of Outcome/Resolution		
Corrective Action Required:		
Who	What	When
I will/have advise/d the Complainant of this outcome in writing		
I will/have advise/d the Complainant of the external appeal process if they are not satisfied with this outcome/resolution.		
I have securely stored all files and correspondence, including this form for audit purposes		
<b>Complaints Resolution Officer (Name)</b>		
<b>Complaints Resolution Officer (Signature)</b>		
<b>Date:</b>		