



COMPLAINTS AND FEEDBACK FORM

Purpose

This form enables students, staff, or other stakeholders to formally raise a complaint or provide feedback regarding any aspect of the College's operations, services, or personnel. It supports the College's commitment to continuous improvement and ensures compliance with Standard 2.7 of the Standards for RTOs 2025, as well as obligations under the National Code 2018 for CRICOS providers. All complaints and feedback are handled in a fair, timely, and confidential manner, with outcomes used to inform improvements to College systems and processes.

Instructions for Use

1. Who Should Use This Form:

- Students, staff, or external stakeholders who wish to lodge a complaint or provide feedback regarding College services, staff, training, facilities, or any other aspect of their experience.

2. How to Complete the Form:

- Fill in all required personal details including name, contact information, and course (if applicable).
- Tick the appropriate box to indicate whether you are submitting a complaint or providing feedback, and specify the relevant area (e.g. trainer, staff member, services, etc.).
- Clearly describe the nature of your complaint or feedback in the space provided.
- Attach any relevant supporting documents or evidence, if available. ○

Indicate any actions you have already taken to resolve the matter.

- State the outcome you are seeking and provide suggestions for future improvement, if applicable.

3. Submitting the Form:

- Submit the completed form to the CEO or Administration Manager either:
 - In person at the College campus, or
 - Via email to: info@iona.edu.au

4. What Happens Next:

- You will receive confirmation of receipt.
- The matter will be reviewed and investigated according to the College's Complaints and Appeals Policy and Procedure.
- You will be notified of the outcome in writing.
- Where applicable, a Continuous Improvement Form (CIF) will be raised to document systemic improvements.

5. Confidentiality and Fairness:

- All submissions are treated with strict confidentiality.
- No individual will be penalised or disadvantaged for lodging a complaint or providing feedback in good faith.

Name:		Student ID no:
Email:		Phone:
Course:		
Complaint	Reason for complaint – please tick ☐ trainer (please provide name) ☐ staff member (please provide name) ☐ Services (please specify) ☐ Other	



Feedback	Details of Feedback being provided – please tick ☐ trainer (please provide name) ☐ staff member (please provide name) ☐ Services (please specify) ☐ Other
Describe the nature of the complaint/ feedback	Attach any supporting evidence or documentation
Describe any efforts made to resolve the issue:	
What outcomes are you seeking or expect?	
Are there any areas in which we can improve our systems in the future?	
By signing this form, I certify that the information provided is true and correct. Signature:	Date:

Office Use Only		
Receiving staff member Date		
Complaint outcome	☐ Successful ☐ Unsuccessful	
Date student advised of outcome..... Detail action taken: 		
Continuous Improvement Form (CIF) raised: ☐ Yes ☐ No	Date CIF raised:	
CIF raised by:		
Signed:	Date:	
CIF received by the Administration Manager ☐ Yes ☐ No	Allocated CIF no:	
Signature of the Principal/CEO:	Date:	