

Complaints and Appeals Form

Please complete this form and submit to administration or to your teacher.

Please include your name and contact details if you would like us to communicate with you about your complaint or appeal

We aim to address your complaint or appeal as quickly as possible. The time we take will depend on the nature of your complaint or appeal.

We will allocate a person to deal with your complaint. When appropriate this could be a person external to our organisation.

Name (optional)

Best way to contact you:

Program/Course

Training Site

Please tick one of the following boxes

I don't agree with a decision made (APPEAL)

I am dissatisfied with an aspect of my training (COMPLAINT)

Other

Please outline the basis of your complaint or appeal

Please indicate how you would like the issue to be resolved

Attach any additional information if required

Resolution Summary (Completed by RTO)

The complaint or appeal was resolved by

Initial member of staff approached

List the names of people who assisted in resolving the complaint or appeal and their role

The resolution was :

Apology

Remedial action (for example, the corrections of records or improved practices)

Retraining of staff and/or the issuing of new internal procedures or guidelines

Choice 1

Other

Please outline the terms of the resolution

| Actions Completed | | Date | Outcome provided to Student/ Person Complaining | | Date |
|----------------------------------|----|--------------------------|--|----|--------------------------|
| Yes | No | <input type="checkbox"/> | Yes | No | <input type="checkbox"/> |
| Resolution Coordinator Signature | | | Date | | |
| | | | <input type="text"/> | | |

If you are satisfied you can take your complaint or appeal to an external organisation that monitors our work such as the VRQA www.vrqa.com.au/complaints