

# Complaints & Appeals Form



<b>Complainant Name</b>		<b>COMPLAINT AGAINST</b> <input type="checkbox"/> Trainer <input type="checkbox"/> Student <input type="checkbox"/> RTO Staff Member <input type="checkbox"/> Employer <input type="checkbox"/> Resources <input type="checkbox"/> Assessment Tools <input type="checkbox"/> Trainix
<b>Date Submitted</b>		
<b>Who is complaining</b> (Please tick)	<input type="checkbox"/> Student <input type="checkbox"/> RTO Staff Member <input type="checkbox"/> Trainer/Assessor <input type="checkbox"/> Employer	
<b>Form submitted to</b>		
<b>Other party/s involved</b>		
<b>C&amp;A Register No</b>		

*Appeal's must be lodged within 7 days of initial result being determined.*

*Refer to the Complaints & Appeals Policy in the Student Handbook for procedure.*

## Details of Complaint/Grievance/Appeal

Assessment Appeals: Have you discussed this matter with your trainer in an attempt to reach a decision?  
Yes/No

Complainant is given the opportunity to complete a Complaints Report Form, with this form, if there is not enough room on this form for the complaint. Complaints Form attached Yes/No

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**Signed By:**

**Date:**

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Form submitted to RTO Manager or CEO Date: \_\_\_\_\_

### **Recommended Action Required For Improvement**

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

Written acknowledgement has been given to the complainant

#### **Initial Meeting: (within 10 business days)**

Complaint raised

Initial meeting held to discuss with all parties involved in the complaint, in order to find a solution agreeable to all parties.

Solution found and remedied (Please continue to Appeal Outcomes section)

#### **Further investigation required: (within 60 calendar days)**

Referral to RTO Manager or nominated person.

Referred to a third party/panel

Referral to other services (i.e. counseling services or LLN)

Referred to National Training Complaints Hotline

Referral to government body (i.e. police, hospital)

Referral to funding body (i.e. DET, VTG)

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*The RTO is responsible for acting upon the subject of any complaint/appeal found to be substantiated. A student will be advised of the outcome of this consultation process within **15 business days** of the dispute being lodged*

## Appeal Outcomes

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**Action/Response Taken By:**

**Date:**

## Feedback From Complainant

- Satisfied with outcome
- Dissatisfied with outcome – Further action required
- Matter was dealt with within a reasonable timeframe Yes/No

Other comment:

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**Complainant Signature:**

**Date:**

Action/Monitoring	Date	Action taken by
<input type="checkbox"/> Opportunity for Improvement implemented		
<input type="checkbox"/> Actioned at Quality & Compliance Meeting		
<input type="checkbox"/> Policies and procedures updated and implemented		
<input type="checkbox"/> Filed into Complaints Register		
<input type="checkbox"/> Cross-referenced with Database		

**Please submit this form to the RTO Manager or CEO**