

Complaints and Appeals Form

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

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

Signed By: _____ **Date:** _____

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)

*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

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:

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