

COMPLAINT OR APPEAL FORM

This form can be used by a Learner or Complainant to make a complaint about:

- The RTO, its trainers, assessors or other staff
- A learner of the RTO, or
- Appeal against an assessment determination.

Learners and complainants are to ensure they obtain a copy of our complaints and appeal procedure and follow the process outlined in the procedure for satisfactory determination of a complaint or appeal.

Learners and complainants are reminded any complaint or appeal containing threats of violence or clearly identified breach of Australian Laws shall be deemed non-complying and will not be considered under the terms of the complaints and appeals procedure. Further such threats or breach of Australian Law shall be reported to the most appropriate law enforcement agency.

Learners and complainants are reminded the maximum timeframe for the dealing with complaints and appeals is 30 days.

This form relates to a Complaint or Appeal (circle most appropriate circumstance).

COMPLAINANT DETAILS

NAME: _____ USI NUMBER: _____

CURRENT ADDRESS: _____

CONTACT NUMBER: (Mobile) _____ Home: _____

EMAIL ADDRESS: _____

COMPLAINT DETAILS

Time of Incident: _____ Date of Incident: _____

Location of Incident: _____

Parties Involved: _____

Witnesses: _____

COMPLAINT OR APPEAL FORM

APPEAL DETAILS

Time of Assessment:

Date of Assessment:

Location of Assessment:

Assessment tools Involved:

Assessor Name: _____

Statement of Claim for appeal:

[illegible]

OUTCOME BEING SOUGHT

State the outcome you are seeking for your complaint or appeal:

[illegible]

COMPLAINT OR APPEAL FORM

OFFICE USE ONLY

COMPLAINT OR APPEAL ENTERED INTO SYSTEM:

YES/NO

DATE ENTERED IN SYSTEM:

____ / ____ / ____

COMPLAINT OR APPEAL FILE SENT TO GENERAL MANAGER

____ / ____ / ____

COMPLETED FILE SENT TO CEO FOR REVIEW:

YES/NO

DATE MATTER COMPLETED:

____ / ____ / ____