

COMPLAINTS AND APPEALS FORM

To make a complaint or an appeal fill out this form, attach any supporting evidence and hand it to the Learning & Content Manager. They will follow the procedure outlined in the RTO Operating Manual. This form and any supporting evidence or correspondence will be filed on the students file.

Student Name:	Student ID Number:
Address:	
Telephone:	Date of Incident:
Course:	Type of Incident: Complaint <input type="checkbox"/> Appeal <input type="checkbox"/>
Describe the nature of the complaint/appeal:	
Describe any efforts made to resolve the issue:	
Student Signature:	Date:

For Office Use Only

Detailed Action Taken:	
Complainant informed in writing: <input type="checkbox"/> Yes <input type="checkbox"/> No	
Noted in Continuous Improvement Register: <input type="checkbox"/> Yes <input type="checkbox"/> No	Raised at RTO Meeting Date:
Signed:	Date: