



# COMPLAINTS AND APPEALS FORM

To make a complaint or an appeal fill out this form, attach any supporting evidence and hand it to the General 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. As per our Enrolment & Course outlines, agreed to by the student, a complaint or appeal must be made within one (1) month of completion of the course.

|   |  |
|---|--|
| 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 QMR Meeting Date: |
| Signed:  | Date:                       |