Complaints/Appeals Form

<table>
<thead>
<tr>
<th>REASON(S)</th>
<th>TICK</th>
</tr>
</thead>
<tbody>
<tr>
<td>Standards for Registered Training Organisations (RTOs) 2015</td>
<td></td>
</tr>
<tr>
<td>Learner Complaint</td>
<td></td>
</tr>
<tr>
<td>Learner Appeal</td>
<td></td>
</tr>
<tr>
<td>Assessment</td>
<td></td>
</tr>
<tr>
<td>Other (specify):</td>
<td></td>
</tr>
</tbody>
</table>

Date Received: __________________________

Taken By: __________________________

Received: Mail / Telephone / Email / Other (please circle)

Please note, where a complaint is taken verbally, a written version must also be requested (e.g. via letter or email).

Section 1

Nature of Complaint / Appeal:

___________________________________________

Contact Details:

___________________________________________

___________________________________________
**Complaints/Appeals Form**

**Section 2**

Immediate action to be taken:

_____________________________________________________________________
_____________________________________________________________________
_____________________________________________________________________
_____________________________________________________________________
_____________________________________________________________________
_____________________________________________________________________
_____________________________________________________________________

By Who:

_____________________________________________________________________
_____________________________________________________________________

Timeframe:

_____________________________________________________________________
_____________________________________________________________________

Action required by: ___________________   Signed   _____________________  
Campus Manager

Written acknowledgement of complaint sent to complainant (*please attach copy*)

Date sent: _____________________

Does the complainant wish to proceed further? 
If so, have alternate avenues of action been explained. Do they require an 
advocate/other assistance to present their case?

_____________________________________________________________________
_____________________________________________________________________
_____________________________________________________________________

Section 3

Agreed action completed and effective
Written confirmation of action sent to complainant (please attach copy)

_____________________________________________________________________
_____________________________________________________________________
_____________________________________________________________________
_____________________________________________________________________
_____________________________________________________________________
_____________________________________________________________________

Further action
Any further action required to ensure this event/situation etc does not reoccur.
_____________________________________________________________________
_____________________________________________________________________
_____________________________________________________________________
_____________________________________________________________________
_____________________________________________________________________
_____________________________________________________________________

Signed : _______________________________ ____/____/_______

Campus Manager