



FORMAL COMPLAINT OR APPEAL FORM

PART 1: INSTRUCTIONS

We are committed to providing you with the best possible service and to improving our services.

You can use this form at any time to lodge a formal complaint or appeal including an appeal against our assessment decisions.

However, if you have a complaint or wish to appeal any decisions we urge you to first try to informally discuss the issue with the person concerned, your trainer or the RTO Manager.

Our processes for handling complaints, grievances and appeals

In summary, we will handle your complaint or appeal as follows:

- ♦ All formal complaints and appeals must be in writing.
- ♦ In bringing the complaint or appeal you have the right to be supported by another person if you wish.
- ♦ You have the right to have your issue heard and to be dealt with fairly in the process.
- ♦ We will follow our *Complaints and appeals procedures* in investigating and dealing with issues, including maintaining confidentiality and secure records. We will involve you in processes and will only contact other people with your permission.
- ♦ You will be notified in writing of the outcomes including the reasons.
- ♦ Any agreed remedies will be implemented by us promptly and monitored.
- ♦ If you are unsatisfied with the process or outcomes you are free to consult a private mediator or agency.
- ♦ The RTO Manager will maintain the documentation securely.

Our process is provided in full in the *Complaints and Appeals Policy* available from our Head Office and summarised in the *Pre-Enrolment Pack*.

PART TWO: DETAILS OF FORMAL COMPLAINT OR APPEAL

Please provide your contact details so we can follow up the issue directly with you.

Name:

Address:.....

.....

Telephone: Home Work Mobile

Date:

Best time to be contacted

.....

Course or training being undertaken with us:

Name of trainer or assessor:.....

Please complete the following sections or add another sheet if required.

Describe your complaint, or the decision you want to appeal:

.....

.....

.....

.....

.....

.....

.....

.....

.....

Date or dates involved:

.....

Describe any efforts *you* have made to resolve the issue:

.....

.....

.....

.....

Describe any efforts staff have made to resolve the issue:

.....

.....

.....

.....

How do you think the situation can be resolved – what do you want to happen?

.....

.....

.....

.....

.....

Signed: Date:

Send or give the completed form to the RTO Manager. We will contact you when we have received the form and discuss the issue with you and how we might investigate the matter.