

To: The Administration Manager

Complainant / Appellant Details			
Student Name <i>(please print)</i>		Student ID	
Course		Date of incident	
Mobile		Email	

Reason for Complaint / Appeal	
<input type="checkbox"/> Complaint <i>Please tick and provide further details</i>	<input type="checkbox"/> Appeal <i>Please tick and provide further details</i>
<input type="checkbox"/> Services provided by the RTO <i>(please specify complaint in details section below)</i>	<input type="checkbox"/> Assessment decision appeal - must be within 5 working days of receiving the assessment decision. <i>(please specify reason in details section below)</i>
<input type="checkbox"/> RTO Staff <i>(please name and specify complaint in details section below)</i>	<input type="checkbox"/> Disciplinary decision appeal <i>(please specify reason in details section below)</i>
<input type="checkbox"/> Student <i>(please name and specify complaint in details section below)</i>	<input type="checkbox"/> External Appeal against a decision that has already been made. <i>(please specify reason in details section below)</i>
<input type="checkbox"/> 3 rd Party provider <i>(please name and specify complaint in details section below)</i>	
<input type="checkbox"/> Course Resources, facilities, equipment <i>(please specify in details section below)</i>	
<input type="checkbox"/> Other reason <i>(please specify in details section below)</i>	<input type="checkbox"/> Other reason <i>(please specify in details section below)</i>
Have you made a complaint about this issue before? <input type="checkbox"/> Yes <input type="checkbox"/> No	

Complaint / Appeal Details
Please outline the reason of your complaint or appeal and attach relevant support evidence.

Details (including dates)

Your Proposed Resolution (if you have one)

Student Acknowledgement

I have read and understood (the RTOs) Complaints and Appeals Policy and Procedure. I understand that I may be requested to provide further information or attend a meeting upon request to discuss my complaint/appeal further. I am willing to attend a meeting at (the RTO) if required.

Name

Signature	Date of lodgement
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The final resolution date between all parties will be within twenty (20) working days from the date of lodgement unless otherwise agreed by all parties.



COMPLAINTS AND APPEALS FORM

Real Training by Real Industry Experts!

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RTO USE ONLY			
Date Form Received		Complaint ID Number	
Receiving RTO Officer Name		Appeal ID Number	
Complaint / Appeal Outcome			
Complaint/Appeal by the student was		<input type="checkbox"/> Successful	<input type="checkbox"/> Unsuccessful
Agreed Actions / Outcome			
Student notified in writing and record placed in student's file		<input type="checkbox"/> Yes	<input type="checkbox"/> No
Complaints Register and/or Appeals Register updated with outcome		<input type="checkbox"/> Yes	<input type="checkbox"/> No
RTO Representative (print)	Position		Date
Student Name (print)	Student Signature		Date

EXTERNAL APPEAL			
To be completed by the RTO (within 3 working days of student request) if an External Appeal is lodged by the student:			
Date Form Received		External Appeal ID Number	
Date lodged with Arbitrator			
Name of Arbitrating Body			
Their contact details			
Name of their Representative			
Comments			
External Appeal by the student was		<input type="checkbox"/> Successful	<input type="checkbox"/> Unsuccessful
Student notified in writing and record placed in student's file		<input type="checkbox"/> Yes	<input type="checkbox"/> No
External Appeals Register updated with outcome		<input type="checkbox"/> Yes	<input type="checkbox"/> No
RTO Representative (print)	Position		Date