Complaints & Appeals Form TRAINING



Complainant Name			COMPLAINT AGAINST
Date Submitted			☐ Trainer
		E PTO CHE (CAMPANIA)	☐ Student
Who is complaining (Please tick)	☐ Student ☐ Trainer/Assessor	☐ RTO Staff Member☐ Employer	☐ RTO Staff Member
,	La Hamer/Assessor		☐ Employer
Form submitted to			☐ Resources
Other party/s involved			☐ Assessment Tools
			☐ Unique Training
C&A Register No			Providers

Appeal's must be lodged within 15 days of initial result being determined.

Refer to the Complaints & Appeals Policy in the Student Handbook for procedure.

Details of Complaint/Grievance/Appeal				
Assessment Appeals: Have you discussed this matter with your trainer in an attempt to reach a decision? Yes/No				
Complainant is given the opportunity to complete a Complaints Report Form, with this form, if there is not enough room on this form for the complaint. Complaints Form attached Yes/No				

by: Date:
orm submitted to RTO Compliance Manager or CEO Date:
nended Action Required For Improvement
nended Action Required For Improvement Acknowledgement (within 5 business days) Written acknowledgement has been given to the complainant
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Appeal Outcomes			
Action/Response Taken By:		Date:	
Feedback From Complainant			
☐ Satisfied with outcome			
$\hfill\square$ Dissatisfied with outcome – Further action required			
\square Matter was dealt with within a reasonable timeframe Yes/No			
Other comment:			
Complainant Signature:		Date:	
Action/Monitoring	Date	Action taken by	
☐ Opportunity for Improvement implemented			
☐ Actioned at Quality & Compliance Meeting			
☐ Policies and procedures updated and implemented			
☐ Filed into Complaints Register			
☐ Cross-referenced with Database			

Please submit this form to the RTO Manager or CEO