

## COMPLAINTS AND APPEALS FORM

### GENERAL INFORMATION

This form is to be used to lodge a formal complaint or appeal with the RTO. Please ensure you have attempted informal resolution before lodging this form. Refer to the Complaints and Appeals Policy for further details. All details of the complaint or appeal will be kept strictly confidential.

### TYPE OF SUBMISSION

<input type="checkbox"/> <b>COMPLAINT</b> – Claim that relates to the conduct of the RTO, its services, personnel or other students	<input type="checkbox"/> <b>APPEAL</b> – An application requesting a review or reconsideration of an unfavourable decision
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### COMPLAINANT/APPELLANT DETAILS

Name:		Date:	
Address:			
Mobile:			
Email:			
Training Course:			
Trainer/Assessor Name:			

### DETAILS OF COMPLAINT OR APPEAL

*(Provide full details of the complaint or appeal, including dates, times, location and any witnesses)*

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## RESOLUTION SOUGHT

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*What outcomes are you seeking?*

## INFORMAL RESOLUTION ATTEMPTED

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*(Describe any steps you have taken to resolve the matter informally and the outcomes)*

## DECLARATION AND SIGNATURE

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*I hereby declare that the information and any supporting documentation I have provided is true and correct to the best of my knowledge*

<b>Signature:</b>		<b>Date:</b>	
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**OFFICE USE ONLY**

Evidence reference (include file path/location):	
Linked Standard/Compliance Requirement:	

Received By:		Date Received:	
Acknowledgement sent to Complainant/Appellant:	<input type="checkbox"/> Yes <input type="checkbox"/> No	Date:	
Referred To:			
Recorded and Monitored in the Complaints and Appeals Section of the RTO Database:	<input type="checkbox"/> Yes <input type="checkbox"/> No		

**SUMMARY OF FINDINGS/OUTCOMES**

**ACTIONS TAKEN/RECOMMENDATIONS**

Date Finalised:	
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**References:**

Outcome Standard 2.7 and 2.8  
RTOC-QP-002

Approved	Version	Date Issued	Next Review Date	Complaints and Appeals Form	
Matthew Masters	V2.0	08-08-2025	08-08-2026	Doc ID: RTOC-QF-017	Page 3 of 3