

COMPLAINANT NAME	
COMPLAINANT PHONE	
COMPLAINANT EMAIL	
DATE SUBMITTED	
TYPE OF COMPLAINANT (PLEASE TICK)	<input type="radio"/> Student <input type="radio"/> Employee <input type="radio"/> Trainer <input type="radio"/> Workplace Supervisor
FORM SUBMITTED TO	
OTHER PARTY/S INVOLVED	
C&A REGISTER NO (IF KNOWN)	

TYPE OF COMPLAINT
<input type="radio"/> Client to Client
<input type="radio"/> Client to Staff
<input type="radio"/> Staff to student
<input type="radio"/> Student to work place supervisor
<input type="radio"/> Staff to work place supervisor
<input type="radio"/> Staff to staff

Appeal's must be lodged within 7 days of initial result being determined.  
Refer to the Complaints & Appeals Policy in the Student Handbook for procedure.

### DETAILS OF COMPLAINT/GREIVANCE/APEAL

APPEALS: Have you discussed this matter with your trainer in an attempt to reach a decision?	<input type="radio"/> YES	<input type="radio"/> NO
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Complainant is given the opportunity to complete a Complaints Report Form with this form.

COMPLAINTS FORM ATTACHED	<input type="radio"/> YES	<input type="radio"/> NO
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COMMENT

SIGNED BY		DATE	
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<input type="radio"/> Form submitted to Training Manager	DATE	
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### RECOMMENDED ACTION REQUIRED FOR IMPROVEMENT

Initial Meeting: (within 7 days)

- Form submitted to Training Manager
- Initial meeting held to discuss with all parties involved in the complaint, in order to find a solution agreeable to all parties.
- Solution found and remedied (Please continue to Appeal Outcomes section)

Further investigation required: (within a month)

- Referral to Training Manager or nominated person
- Referred to a third party/panel
- Referral to other services (ie counseling services or LLN)
- Referred to ASQA Complaints [www.asqa.gov.au/complaints/making-a-complaint.html](http://www.asqa.gov.au/complaints/making-a-complaint.html)
- Referral to government body (ie police, hospital)
- Referral to funding body (ie DEC, DIISRTE)

The RTO is responsible for acting upon the subject of any complaint/appeal found to be substantiated.

## APPEAL OUTCOMES

ACTION/RESPONSE TAKEN BY:

DATE

## FEEDBACK FROM COMPLAINANT

- Satisfied with outcome  
 Dissatisfied with outcome – Further action required  
 Matter was dealt with within a reasonable timeframe     YES     NO

OTHER COMMENT:

COMPLAINANT SIGNATURE:

DATE

ACTION/MONITORING	DATE	ACTION TAKEN BY
<input type="radio"/> Opportunity for Improvement implemented		
<input type="radio"/> Actioned at Quality & Compliance Meeting		
<input type="radio"/> Policies and Procedures updated and implemented		
<input type="radio"/> Filed into Complaints Register		
<input type="radio"/> Cross-referenced with Database		

Please submit this form to the Training Manager