

## STUDENT COMPLAINTS AND APPEALS FORM

To make a complaint or an appeal fill out this form with any supporting evidence and hand it to the National Manager, RTO Business Development and Compliance or an Administrator. They will follow the procedure outlined in the RTO Policies and Procedures Manual. This form and any supporting evidence or correspondence will be filed in your student file.

Student Name:	Student ID Number:
Address:	
Telephone:	Date of Incident:
Course:	Type of Incident: Complaint <input type="checkbox"/> Appeal <input type="checkbox"/>
Describe the nature of the complaint/appeal:	
Describe any efforts made to resolve the issue:	
Student Signature:	Date:

### For Office Use Only

Detailed Action Taken: .....	
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.....	
Complainant informed in writing: <input type="checkbox"/> Yes <input type="checkbox"/> No	
Noted in Continuous Improvement Register: <input type="checkbox"/> Yes <input type="checkbox"/> No	Raised at RTO Meeting Date:
Signed:	Date: