

**Legend**  
 OM = RTO Operations Manager  
 GM = General Manager Membership and Industry Development  
 Del = Delegated person

### Complaint/Appeals Form

**Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Phone:** \_\_\_\_\_

**Course Name:** \_\_\_\_\_

**Grievance Type:**     Assessment Appeal                       Complaint

**Date:** \_\_\_\_\_

**Describe the complaint/appeal including what happened, when, where and the names of those involved:**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Describe desired outcome of appeal / complaint i.e. what you would like to happen next:**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

If you are appealing a current assessment indicate if you wish to request a reassessment

- OM: Complaints register updated
- OM: Delegated to: \_\_\_\_\_
- OM/Del: Phones complainant – record of conversation attached      Date: \_\_\_\_\_
- Confirmation of Appeal/Compliant** letter sent copy attached      Date: \_\_\_\_\_

**Phase 1 Investigation Details | Rationale and Recommendation**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

OM/Del: **Agreed Outcome Letter** sent to complainant copy attached      Date : \_\_\_\_\_

Phase 1  Accepted  Rejected by complainant copy attached or  
note of phone call below

Date: \_\_\_\_\_  
:

OM: Complaints register updated

Escalation to GM required

Date: \_\_\_\_\_

### Escalation to General Manager

GM: Phones complainant – record of conversation  
attached

Date: \_\_\_\_\_

GM: Confirmation Letter sent to Student copy attached

Complaints register updated

### Phase 2 Investigation Details | Rationale and Recommendation

GM: **Agreed Outcome Letter** sent to complainant (copy attached)

Date: \_\_\_\_\_  
:

Phase 2  Accepted  Rejected by complainant (copy attached or  
note of phone call below)

Date: \_\_\_\_\_  
:

Complaints Register Updated

Escalation to 3<sup>rd</sup> Party required see notes below

Date: \_\_\_\_\_