



# COMPLAINTS AND APPEALS FORM

RTO # 32106

## 1. Student Details

|                |  |
|----------------|--|
| Full Name:     |  |
| Course Name:   |  |
| Phone Number:  |  |
| Email address: |  |

## 2. Type of Issue

- Complaint (e.g. service, trainer, facilities)
- Appeal (e.g. assessment result)

## 3. Details of Complaint / Appeal - Please describe your issue clearly

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## 4. Date the Issue Occurred

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

## 5. People Involved (if any)

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**6. Desired Outcome - What would you like to happen?**

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**7. Have You Tried to Resolve This?**

Yes  No

If yes, provide details:

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**8. Supporting Evidence - (e.g. emails, screenshots, documents)**

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**9. Student Declaration**

I declare that the information provided is true and correct.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_



**10. Office Use Only (RTO Staff)**

Date Received: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

Received By: \_\_\_\_\_

Reference number: \_\_\_\_\_

**Action Taken:**

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**Outcome:**

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Date Finalised: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

**Privacy Notice:**

All complaints and appeals will be handled confidentially and in accordance with RTO policies and procedures.