

# COMPLAINTS & APPEALS FORM



<b>Complainant Name</b>		<b>COMPLAINT AGAINST</b> <input type="checkbox"/> Trainer <input type="checkbox"/> Student <input type="checkbox"/> RTO Staff Member <input type="checkbox"/> Employer <input type="checkbox"/> Resources <input type="checkbox"/> Assessment Tools <input type="checkbox"/> Targett Retail Training Pty Ltd
<b>Date Submitted</b>		
<b>Who is complaining (Please tick)</b>	<input type="checkbox"/> Student <input type="checkbox"/> RTO Staff Member <input type="checkbox"/> Trainer/Assessor <input type="checkbox"/> Employer	
<b>Form submitted to</b>		
<b>Other party/s involved</b>		
<b>C&amp;A Register No</b>		

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/APPEAL

**APPEALS: Have you discussed this matter with your trainer in an attempt to reach a decision?**  
 Yes/No

**Complainant is given the opportunity to complete a Complaints Report Form, with this form, if there is not enough room on this form for the complaint. Complaints Form attached** Yes/No

**Signed By:** \_\_\_\_\_ **Date:** \_\_\_\_\_

Form submitted to RTO Manager or Director of Compliance Date: \_\_\_\_\_

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**RECOMMENDED ACTION REQUIRED FOR IMPROVEMENT****Written Acknowledgement (within 5 business days)**

- Written acknowledgement has been given to the complainant

**Initial Meeting: (within 10 business days)**

- Complaint raised
- 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 60 calendar days)**

- Referral to Director of Compliance or nominated person.
- Referred to a third party/panel
- Referral to other services (ie counselling services or LLN)
- Referred to National Training Complaints Hotline
- Referral to government body (ie police, hospital)
- Referral to funding body (ie DET, VTG)

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

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**APPEAL OUTCOMES**

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**Action/Response Taken By:**

**Date:**

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**FEEDBACK FROM COMPLAINANT**

- Satisfied with outcome
- Dissatisfied with outcome – Further action required
- Matter was dealt with within a reasonable timeframe Yes/No

Other comment:

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**Complainant Signature:**

**Date:**

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