



Full Name of Learner:	
Is this a Complaint or Appeal?	Complaint <input type="checkbox"/> Appeal <input type="checkbox"/>
Telephone Number:	
Email Address:	

Details of the Complaint or Appeal
<i>Provide details of the complaint or appeal (i.e., date and time of the incident, place, people involved, witnesses, background information, etc.) Use additional pages if required.</i>

Expected outcome:
<i>What outcome(s) are you seeking from this complaint / appeal?</i>

By signing this form, I certify that the information provided is true and correct.

Learner Signature:	
Date:	



The RTO manager is to complete this page.

Complaint/Appeal Register Reference Number:	
---	--

Action(s) to be taken by the RTO to resolve the Complaint or Appeal:
<i>Provide details of the findings of the investigation and actions to be taken, if any. (Include: person responsible, date to be completed by, details of action to be taken and why, etc., use the Complaints & Appeals Register as a guide.)</i>

Was the Complaint or Appeal resolved?	YES <input type="checkbox"/> NO <input type="checkbox"/> <i>If no, detail reasons below</i>

How was the Learner advised of the outcome?	
---	--

When the complaint or appeal has been resolved, or no further action is needed or can be taken, this complaint or appeal should be signed by the learner to indicate that they have been advised of the outcome(s), and by the RTO Manager to state that the learner has been informed.

Signing this form does not mean that you agree with the decision.

Learner Signature:	
Date:	

RTO Manager Signature:	
Date:	