



Vocational Education & Training

Complaints and Appeals Form

RTO Code - 30417

Complaint/appeal form to be submitted to the RTO Manager or Deputy Principal – Senior School

Applicant name		Date of complaint/appeal	
Qualification code and name		Competency code and name	
Summary of reasons for your complaint/appeal:			
Assessment decision (if applicable)		Satisfactory	Unsatisfactory
Applicant signature		Date	
Support person name & signature		Date	
Trainer/assessor name & signature		Date	
Support person name & signature		Date	
Resolution and reasons:			
RTO Manager signature:		Date:	

Complaints & Appeals Committee

Principal: _____

Teaching Staff: _____

Independent Third Party: _____

Date: _____

Complaints & Appeals Committee decisions and reasons:

- The Complaints & Appeals Committee will communicate its decision to all parties in writing within 5 working days of making its decision
- If the complaint/appeal will take more than 60 calendar days to finalise, written notification will be given to all people involved explaining the delay

Principal's signature: _____ Date: _____

- Details to be recorded in Complaints and Appeals Register