

Complaints & Appeals Form



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

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/Grievance/Appeal

Assessment 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 CEO Date: _____

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 RTO Manager or nominated person.
- ☐ Referred to a third party/panel
- ☐ Referral to other services (i.e. counseling services or LLN)
- ☐ Referred to National Training Complaints Hotline
- ☐ Referral to government body (i.e. police, hospital)
- ☐ Referral to funding body (i.e. DET, VTG)

*The RTO is responsible for acting upon the subject of any complaint/appeal found to be substantiated. A student will be advised of the outcome of this consultation process within **15 business days** of the dispute being lodged*

Appeal Outcomes

Action/Response Taken By:

Date:

Feedback From Complainant

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

Other comment:

Complainant Signature:

Date:

Action/Monitoring	Date	Action taken by
<input type="checkbox"/> Opportunity for Improvement implemented		
<input type="checkbox"/> Actioned at Quality & Compliance Meeting		
<input type="checkbox"/> Policies and procedures updated and implemented		
<input type="checkbox"/> Filed into Complaints Register		
<input type="checkbox"/> Cross-referenced with Database		

Please submit this form to the RTO Manager or CEO