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| --- | --- | --- |
| **Complainant Name** | Click or tap here to enter text. | **COMPLAINT AGAINST**[ ]  Trainer[ ]  Student[ ]  RTO Staff Member[ ]  Employer[ ]  Resources[ ]  Assessment Tools [ ]  Australian Polytechnic Institute |
| **Who is complaining**(Please tick) | [ ]  Student [ ]  Trainer/Assessor | [ ]  RTO Staff Member[ ]  Other:  |
| **Form submitted to** | Click or tap here to enter text. |
| **Other party/s involved** | Click or tap here to enter text. |
| **Office Use Only** |
| **Date received** | Click or tap here to enter text. |
| **Received by** | Click or tap here to enter text. |
| **Complaint/Appeal ID number** | *(Check register for next id number)* |

*Refer to the Complaints & Appeals Policy in the Student Handbook for procedure.*

|  |  |
| --- | --- |
|  | Details of Complaint/Grievance/Appeal |
|  | Have you discussed this matter with your trainer in an attempt to reach a decision?  | Click or tap here to enter text. |
|  | *If you answered No above, please discuss the matter with your trainer first prior to lodging a formal written complaint/appeal. If you answered Yes, and have failed to reach a decision, please provide details of your complaint/appeal below (attach additional page/s if needed):* |
|  |  |
|  | **Signed By: Date:** Click or tap to enter a date. |
| Recommended Action Required For Improvement |
| **Written Acknowledgement (within 5 business days of receiving the complaint/appeal)** |
| [ ]  Admin staff | Written acknowledgement has been given to the complainant |
| [ ]  Admin staff | Complaint/Appeal recorded on the Complaint/Appeal Register |
| [ ]  Admin staff | Complaint/appeal forwarded to relevant personnel |
| **Complaints/Appeals Processed: (within 30 business days from the written acknowledgement)** |
| [ ]  Relevant staff | Conducted investigation to understand nature of complaint and find possible resolutions |
| [ ]  Relevant staff | Initial meeting held to discuss with all parties involved in the complaint, in order to find a solution agreeable to all parties.  |
| [ ]  Relevant staff | Solution found and remedied (Please continue to Appeal Outcomes section) |
| [ ]  Relevant staff | Updated complainant/appellant within 7 days of sending the written acknowledgement and every 7 days until the complaint/appeal is resolved |
| [ ]  Relevant staff | Updated the register |
| [ ]  Relevant staff | Opportunity for improvement lodged in the Continuous Improvement Register |
| **Further investigation required: (within 60 calendar days)** |
| [ ]  Relevant staff | Referral to RTO Manager or nominated person. |
| [ ]  Relevant staff | Referred to a third party/panel |
| [ ]  Relevant staff | Referral to other services (i.e. counseling services or LLN) |
| [ ]  Relevant staff | Referred to National Training Complaints Hotline  |
| [ ]  Relevant staff | Referral to government body (i.e. police, hospital) |
| [ ]  Relevant staff | Referral to funding body (i.e. DET, VTG) |
|  |  |
| Appeal Outcomes |
|  |
| Action/Response Taken By: | **Date:** Click or tap to enter a date. |
| Feedback From Complainant |
| [ ]  Satisfied with outcome[ ]  Dissatisfied with outcome – Further action required[ ]  Matter was dealt with within a reasonable timeframe Yes/NoOther comment:  |
|  |
|  |
| Complainant Signature: | **Date:** Click or tap to enter a date. |