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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.*

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|  | 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/No  Other comment: | | | | | |
|  | | | | | |
|  | | | | | |
| Complainant Signature: | | | **Date:** Click or tap to enter a date. | | |