



# RTO COMPLAINTS AND APPEALS FORM

For further information refer to the *RTO Complaints and Appeals Procedure*.

COMPLAINT  APPEAL

## YOUR PERSONAL DETAILS

Surname

Title

Given name

Address

Contact phone  
number

Email address

## YOUR TRAINING PROGRAM

Course/Program Title

Trainer/Assessor

## DETAILS OF YOUR COMPLAINT OR APPEAL

Date of occurrence:

Reason for your submission / concern:

Occurrences leading up to this submission: (Outline any steps taken prior to submitting your formal complaint or appeal.)

Details of any other parties involved: (Include full name and position)

Outcomes you are seeking from this process:

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

Signature

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Date

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<p><b>OFFICE USE ONLY:</b></p> <p>Indicate outcome of process and action taken.</p>	<table border="1"><tr><td style="padding: 5px;"><b>RTO Ref No:</b> [YYYY/No.]</td></tr></table>	<b>RTO Ref No:</b> [YYYY/No.]	
<b>RTO Ref No:</b> [YYYY/No.]			
RTO Officer:	Date		
<table border="1"><tr><td style="width: 150px; height: 30px;"></td></tr></table>		<table border="1"><tr><td style="width: 100px; height: 30px;"></td></tr></table>	