

COMPLAINTS AND APPEALS FORM

Email this completed form to the RTO Manager louise.terranoval@education.vic.gov.au with any supporting evidence attached. They will follow the procedure outlined in the RTO Operating Manual. NCAT will acknowledge receipt of your complaint as soon as possible, usually within 48 hours. This form and any evidence or correspondence will be filed on the student file.

<input type="checkbox"/> Complaint (something you are unhappy about)		<input type="checkbox"/> Appeal (a decision you don't agree with)	
Student Name:			
Address:			
Telephone:		Date	
Course you are enrolled in:		Email address	
What are you unhappy about? OR What decision are you appealing?			
Have you tried to resolve the issue? If so, how.			
Student Signature:		Date:	

For Office use Detailed Action Taken:	
Complainant informed in writing: <input type="checkbox"/> Yes <input type="checkbox"/> No	
In Continuous Improvement Register: <input type="checkbox"/> Yes <input type="checkbox"/> No	Raised with Principal <input type="checkbox"/> Yes <input type="checkbox"/> No
Raised at Leadership <input type="checkbox"/> Yes <input type="checkbox"/> No date:	Raised at RTO Meeting <input type="checkbox"/> Yes <input type="checkbox"/> No
Signed:	Date: