

Complaints and Appeals Form

The following is a cover sheet to support your complaint/ appeal. It is to outline your complaint / appeal and you are to attach any supporting documentation. Please indicate what your grievance is (tick the appropriate box below):

Complaint

Initial notification of your dissatisfaction or an issue that has occurred

Appeal

Application to have the outcome of a complaint reviewed due to dissatisfaction with the process that has been followed in dealing with the initial complaint or to have an assessment decision reviewed.

Date of submission:	
Name of Complainant:	
<p>Describe the nature of the Complaint / Appeal:</p> <hr/> <hr/> <hr/> <hr/>	
<p>Describe the specific incident that caused concern/distress. Please describe exactly what occurred, when it occurred, and who was involved (If there is not enough space to fully record your complaint/ appeal here then please use the reserve of this paper to add further details).</p> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>	
<p>What action have you taken to try and resolve this complaint / appeal?</p> <hr/> <hr/> <hr/> <hr/>	
<p>Do you have a suggested remedy to the problem?</p> <hr/> <hr/> <hr/> <hr/>	

I hereby declare that the information provided on this form is true and correct.	Signature:
	Date:

RTO Section:

RTO Personnel who received this document in the first instance:	Title:	
	Name:	
	Signature:	
	Date:	
RTO Manager to complete:	Date received:	
	Name:	
	Signature:	