

Complaints & Appeals Form



Complainant Name		COMPLAINT AGAINST <input type="checkbox"/> Trainer <input type="checkbox"/> Student <input type="checkbox"/> RTO Staff Member <input type="checkbox"/> Employer <input type="checkbox"/> Resources <input type="checkbox"/> Assessment Tools <input type="checkbox"/> BDMS EDUCATION PTY LTD
Date Submitted		
Who is complaining (Please tick)	<input type="checkbox"/> Student <input type="checkbox"/> RTO Staff Member <input type="checkbox"/> Trainer/Assessor <input type="checkbox"/> Employer	
Form submitted to		
Other party/s involved		
C&A Register No		

Appeal's must be lodged within 7 days of initial result being determined.

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

Details of Complaint/Grievance/Appeal

Assessment Appeals: Have you discussed this matter with your trainer in an attempt to reach a decision?
Yes/No

Complainant is given the opportunity to complete a Complaints Report Form, with this form, if there is not enough room on this form for the complaint. Complaints Form attached Yes/No

Appeal Outcomes

Action/Response Taken By:

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:

Action/Monitoring	Date	Action taken by
<input type="checkbox"/> Opportunity for Improvement implemented		
<input type="checkbox"/> Actioned at Quality & Compliance Meeting		
<input type="checkbox"/> Policies and procedures updated and implemented		
<input type="checkbox"/> Filed into Complaints Register		
<input type="checkbox"/> Cross-referenced with Database		

Please submit this form to the RTO Manager or CEO