



# Complaints or Appeals Record Form

Please submit to the RTO Manager or Principal

<b>Date raised:</b>	
<b>Student:</b>	
<b>Year:</b>	
<b>VET Subject:</b>	

REASON(S)	TICK
AQF Standard	
Student Complaint	
Staff Complaint	
Student Appeal (eg: Assessment Decision)	
Other (Specify)	

## Section 1

Nature of Complaint/Appeal (please use specific detail and include date):	
Cause:	
Student's Signature:	Parent's signature:

## Section 2

Action to be taken:	
Accepted by:	Position:



Agreed (Date):	
Action required by:	Signed by RTOM:

**Section 3**

Agreed Action completed and effective:

RTO Manager	Signed by RTOM:

**Section 3**

Final Decision of Independent Review:

Independent Party:	Position:
Date Resolved:	Signed:

**This Completed Form needs to go to the RTO Manager to be recorded in the 'Complaints and Appeals' Register.**