Complaints/Appeals Form

Document Name and Number:	Version and Date:	Responsible Person:	Purpose and Comments:
Complaints/Appeals Form	Jan 2022/V1.0	Administration Manager and/or nominee	Ensure compliance with Standards for Registered Training Organisations (RTOs) 2015 – Standard 6

| Alliance College |RTO No 0137 |CRICOS Code 01774A |

□ **Complaint** □ **Appeal**

Student Number: …….

Students Name: …….

Please tick the boxes to specify whom your complaint/appeal is made to:

RTO Staff

□ Management
□ Trainer/Assessor
□ Administration

Third parties (please specify)

□_____

Details of Complaint/Appeal (Attach documentation or complete this section)

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

Student's Signature: _____ _**Date:** _____

Report – Administration Manager and/or nominee

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

Signature: _____ Date: _____

NB – If the complaint/appeal is considered to take more than 60 calendar days, then the organisation will inform the complainant/appellant in writing and include reasons. The organisation will continue to keep the complainant/appellant informed of the progress.

(OFFICE USE)

❒ Administration and/or nominee acknowledged complaint.

❒ Verified and signed by the Chief Executive Officer or his/her nominee.

❒ Student advised in writing - (Please give details below of person advising the student)

Name of person: _____ DATE: _____

❒ Number of days taken to resolve the issue:_____