



## 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:	
Describe the nature of the Complaint / Appeal:	
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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).	
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What action have you taken to try and resolve this complaint / appeal?	
<hr/> <hr/> <hr/> <hr/> <hr/>	
Do you have a suggested remedy to the problem?	
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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:	