



Forms

FORM: TA302
TITLE: Complaints and Appeals
Date Revised: 16/1/2018

SOP Reference: TA 3.3

Revised by: RTO Officer
Approved by: Director

INSTRUCTIONS TO APPLICANT: **PRIOR TO SUBMITTING THIS FORM, REFER TO THE CONDITIONS OF YOUR ENROLMENT CONTRACT**

- (1) Complete this form and submit to Grayclay administration as soon as possible
- (2) Clearly state the nature of your application, if appropriate, indicate what evidence you have to support your claim.
- (3) All complaints will be treated seriously and you may be required to discuss the complaint with the RTO Officer.
- (4) You will be formally notified of the outcome of your complaint.

Complaint	Appeal						
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Surname		Given Names		Student ID	
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Describe your complaint / appeal:

What action have you taken to try and resolve this complaint / appeal?:

Do you have a suggested remedy to the problem?:

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

Candidate’s Signature: _____ Date: _____

RTO Officer’s Signature: _____ Date: _____

INSTRUCTIONS TO Grayclay Administration

- (1) If you receive an informal or formal complaint/appeal from a candidate you must complete this form (even if the matter is resolved in the first instance)
- (2) Record the date that the complaint/appeal was received, by whom and the nature of the complaint/appeal
- (3) Make record of contact with the candidate; e.g. phone calls, meetings
- (4) Outline the resolution that was agreed upon
- (5) Ensure both you and the candidate sign and date the report
- (6) Provide a copy of this report to the candidate for their records
- (7) Upload the original form in the student management system against the candidate's name with additional file notes as required.

Candidate's Details

Surname		Given Names		Student ID	
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Date of Complaint/Appeal		Complaint or Appeal	
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Contact Log:

DATE	TYPE (phone, email, meeting whereby candidate formally presents their case)	PEOPLE INVOLVED	DETAILS

OUTCOME:

RESOLVED REFER TO RTO Officer

REFER TO Grayclay Director

Details of resolution or notes for referral:**Detail of any follow-up action:**

Action	By Whom?	By when?
e.g. Email Director and suggest change to policy to avoid similar situation/complaints	RTO Officer	December 2018

Candidate's Signature:

Date:

RTO Officer Signature:

Date: