COMPLAINTS AND APPEALS FORM

Hand this form to the RTO Manager with any supporting evidence attached. They will follow the procedure outlined in the RTO Operating Manual. NCAT will acknowledge receipt of your complaint as soon as possible, usually within 48 hours. This form and any evidence or correspondence will be filed on the student file.

□ Complaint (something you are unhappy about)	□ Appeal (a decision you don't agree with)
Student Name:	
Address:	
Telephone:	Date
Course you are enrolled in:	
What are you unhappy about? OR What decision are you appealing?	
Have you tried to resolve the issue? If so, how.	
Student Signature:	Date:
For Office use Detailed Action Taken:	
Complainant informed in writing:	
In Continuous Improvement Register: Yes No	Raised with Principal Yes No
Raised at Leadership Yes No date:	Raised at RTO Meeting Ves No
Signed:	Date: