A black and white logo

Description automatically generated

**Complaints and Appeals Form**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Section 1 To be completed by the student** | | | | | | |
| Student Name: | | | | | | |
| Address: | | | | | | |
| Phone: | | Email: | | | | |
| Date of Incident: | | Type of Incident:  Complaint  Assessment Appeal  Internal Appeal  External Appeal | | | | |
| Details | | | | | | |
| \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Student Signature | | | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Date | | | |
| To lodge this form please email [admin@propertytraining.com.au](mailto:admin@propertytraining.com.au) | | | | | | |
| **Section 2 Property Training Australia to detail action taken** | | | | | | |
| Complaint/ Appeal by the student was  Successful  Unsuccessful | | | | | | |
| Student Notified in writing and record place in student’s file? Yes  No | | | | | | |
| Complaints and Appeals Log updated?  Yes  No | | | | | | |
| \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  RTO Representative | | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Position | | | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Date | |
| **Section 3 To be completed by Arbitrating Body if complaint/ appeal is taken to this level** | | | | | | |
| Comments | | | | | | |
| \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Name of Arbitrating Body Representative  Signature of Arbitrating Body Representative | | | | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Position  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Date | | |
| **Section 4 RTO Office use only** | | | | | | |
| The student has been notified in writing and details have been saved on the students file Yes  No  Complaints and Appeals Log Updated Yes  No | | | | | | |
| RTO Representative | Position | | | | | Date |