

**Complaints and Appeals Form**

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| **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  |
| **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 RepresentativeSignature 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 |