



Complaints and Appeals Form

Section 1 To be completed by student

Student Name

Student ID

Address

Phone

Email

Date of incident

Type of incident

Complaint

Assessment Appeal

Internal Appeal

External Appeal

Details

Student signature

Date

Lodging Form

This form can be lodged by either emailing to admin@propertytraining.edu.au, handing in to reception or mailing to Property Training Australia's Head Office located at 47 Ashmore Road, Bundall QLD 4217.

Section 2 Property Training Australia to detail action taken

Complaint/Appeal by the student was

Successful

Unsuccessful

Student notified in writing and record placed 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 *(please print)*

Position

Signature of Arbitrating Body Representative

Date

Section 4 RTO Office use only

Student notified of outcome in writing and record placed in student's file

Yes No

Complaints and Appeals Log updated

Yes No

RTO Representative

Position

Date