The purpose of this form is to ensure the effective management and processing of complaints and/or appeals. Complaints and/or appeals may come from staff, students and stakeholders.

It is generally accepted that best practice occurs, when a complaint and/or appeal can be resolved in the first instance by the Assessor and/or Manager, this is the preferred option. However, if a solution cannot be found, accessing the Complaints and Appeals process enables the complainant and/or appellant the right to access further investigations into the issue and ensures all aspects of the issue are recorded, processed and reported.

**Name of complainant/appellant**

**Training program enrolled in**

**Focus of complaint and/or appeal**

|  |  |
| --- | --- |
|  Training and assessment delivery complaint |  Assessment appeal |
|  Access and equity |  Safety issue |
|  Trainer and/or Assessor |  Issuance of Qualification/Statement of Attainment |

 Other – *please specify*

**Provide detailed description of complaint and/or appeal (attach supporting documents)**

|  |  |  |
| --- | --- | --- |
|  | **Y/N** | **Date** |
| Has the complainant/appellant been to the Trainer, Assessor or relevant staff member to discuss the issue? |  |  |

**If not, why not?**

**Signature of complainant and/or appellant**

Please forward completed form to ceo@rst.edu.au