

# CF005 COMPLAINTS & APPEALS FORM

<b>Form No:</b>	CF-005	
<b>Form Name:</b>	Complaints & Appeals Form	

**AREA OF SERVICE - COMPLAINTS & APPEALS**

Before lodging a formal complaint about a decision made by a staff member, products, or services provided by the RTO, students are requested to carefully read the **RTO's Complaints & Appeals Policy & Procedure**. For the complete and current policies, procedures, documentation, forms, etc., relating to this information, please refer to RTO's website.

Please do not complete this form unless every effort has been made to resolve the complaint through informal processes. Completed **Complaints & Appeals Forms** should be submitted to the compliance officer or posted to the main campus:

<b>Please Tick The Appropriate Box Below:</b>			
<input type="checkbox"/> <b>Complaint</b>	<input type="checkbox"/> <b>Internal Appeal</b>		
<b>Full Name: Mr. / Ms.</b>		<b>Date:</b>	
<b>Position:</b>	<input type="checkbox"/> <b>Staff</b>	<input type="checkbox"/> <b>Student</b>	<input type="checkbox"/> <b>Other (Please Specify):</b>
<b>If Student, Please Supply Student ID No:</b>			
<b>Contact Phone No:</b>		<b>Email :</b>	
<b>Course Undertaking:</b>			
<b>Teacher/s:</b>			
<b>Date/s of Event Complaint Refers to:</b>			

<p><b>Describe Your Complaint or Appeal</b> (Include dates, time and other people involved if appropriate) (You may wish to attach further documentation)</p>



# CF005

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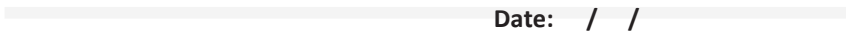


**What have you done to resolve the complaint?**

**What would you like to see happen because of this complaint? (You may wish to attach further documentation)**

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**(If complaint received in person) I agree that all the information provided is true and correct**

<b>Signature:</b>		<b>Date:</b> / /
<p style="font-size: small;">RTO 45282</p> <p style="font-size: x-small;">Alpha Training &amp; Recognition Pty Ltd</p>		
<b>Office Use Only</b>		
<b>Signature Manager:</b>		<b>Date:</b> / /