



RTO No: 21488

COMPLAINTS AND APPEALS FORM

If you have a grievance, we urge you to first try to discuss the issue with the person concerned, your trainer/assessor, or the Office Manager. If the issue cannot be resolved this way, you can lodge a Complaints and Appeals Form. This form can be used at any time to lodge a complaint or appeal, and is relevant to all grievances arising in the following areas:

- Student wishes to appeal an assessment decision;
- Student wishes to raise a complaint against another student;
- Student wishes to raise a complaint against Trans-Plant Training Pty Ltd;
- Student wishes to raise a complaint about a Third Party;
- Trans-Plant Training Pty Ltd staff wishes to raise complaint about a Third Party;
- Staff wishes to raise a complaint about another staff member or a student of Trans-Plant Training Pty Ltd.

Trans-Plant Training Pty Ltd has a documented process for handling complaints, grievances and appeals. Our process is explained in full, in the Complaints Policy and Procedure, and the Assessment Appeals Procedure; available on the website, and is included in the Student Handbook and Staff Handbook.

- All formal complaints and appeals must be submitted to the Office Manager in writing, including a completed and signed Complaints and Appeals Form.
- You will be sent a written acknowledgement of receipt of your complaint, within 5 days of the Office Manager receiving it. An initial meeting will be requested within 10 days, to facilitate discussion about the matter.
- In lodging the complaint or appeal, you have the right to have your issue heard, be supported by another person if you wish, and to be dealt with fairly in the process.
- We will follow our Complaints Policy and Procedure, and Assessment Appeals Policy and Procedure in investigating and detailing the issues. Trans-Plant Training Pty Ltd are to ensure that you are involved in the resolution process, contact with other people is not conducted without prior consent from you, confidentiality is maintained, accurate documentation is recorded, and records of the Complaint or Appeal are stored securely.
- You will be notified in writing of the outcomes including the reasons, and any agreed remedies will be implemented by us promptly and monitored.
- If you are unsatisfied with the process or outcomes you are free to consult ASQA via their website: <http://www.asqa.gov.au/complaints/making-a-complaint.html>

PART A - Please Provide Your Contact Details. (PLEASE PRINT CLEARLY)			
MR / MRS / MS / MISS <i>(Please circle)</i>	SURNAME:	GIVEN NAME/S:	
HOME ADDRESS:			POSTCODE:
POSTAL ADDRESS: <i>(If different from above)</i>			POSTCODE:
TELEPHONE:		MOBILE:	
Best time to be contacted: Before/After ____ : ____ AM/PM		Preference: <input type="checkbox"/> Telephone <input type="checkbox"/> Mobile	
EMAIL:			

PART B – Complaint/Appeal DetailsTYPE: Complaint Appeal Assessment AppealHave you lodged a complaint about this issue before? No Yes (if yes, when? _____)

Please describe the complaint, or the decision you want to appeal. (Please attach additional pages if required)

If your complaint or appeal relates to training or assessment, please provide details of your course, the date, and who your trainer or assessor was.

Please describe any efforts you have made to resolve the issue.

Please describe any effort staff have made to resolve the issue.

Do you think the situation can be resolved – what do you want to see happen?

PART C – Student Declaration

By signing this declaration, I (insert name) _____ verify that the above information is true and accurate, and I have not provided any false or misleading information

Signature:

Date:

Please forward this completed form to Trans-Plant Training Pty Ltd to the attention of the Office Manager. We will contact you upon receipt of this form and organise to meet with you and discuss the matter further.

OFFICE USE ONLY	
Date Complaints and Appeals Form received?	
Person responsible got actioning the Complaints and Appeals Process?	
Entered on Complaints and Appeals Register?	Yes / No ID # _____
Priority Assigned <input type="checkbox"/> Monitor <input type="checkbox"/> Low <input type="checkbox"/> Medium <input type="checkbox"/> High	
Date of written acknowledgement of receipt sent to complainant:	
Date of initial meeting with complainant:	
Recommended Action:	
Requirement to exceed 60 days to resolve? Provide reason:	
Complainant advised of the delay and reasons:	
Close-out date:	