

COMPLAINTS/APPEALS FORM

Complaints/Appeals Form

To be completed by the person making the complaint.

Information about the complaint process:

- Attempt to resolve the complaint informally. Speak with the person.
- If informal attempts are unsuccessful, complete the form below.
- Scan and email the form to training@reiv.com.au
Your complaints will be treated confidentially and you will not experience any loss of support or service because of a formal complaint.
- While the complaint is being investigated, you are entitled to remain in the course
- Explain the complaint in the sections.
- Read the complaints and appeals procedure; available on the website.
- The complaint/appeal will be investigated by the Training Manager and details documented.

Document name	Complaints and Appeals Form			Reference to AQTF 2023 Standard VET Funding Contract VRQA Guidelines for VET Providers	1.1,2.2,2.6,3.1 & 3.2 1.3 (f) 2.7 & 2.8		
RTO Code	4042	Issue date	February 2023	Review date	January 2024	Version no	1..1
<i>Document control management – Uncontrolled when printed</i>						<i>Page 1 of 3</i>	

COMPLAINTS/APPEALS FORM

Complaints/Appeals Form			
Your full name		DOB	dd / mm / y
Your address			
Your phone number			
Your email address			
Course enrolled	dd / mm /	Date incident occurred	dd / mm / y
Does this incident involve another person?	Yes <input type="checkbox"/> If yes, please provide their details		No <input type="checkbox"/>
Provide contact details of any witnesses:			
Details of Complaint	Complaint <input type="checkbox"/> Appeal <input type="checkbox"/>		
Provide details about what happened			
What actions have to you taken to attempt to resolve this issue?			
What actions would you like to see implemented or occur in this instance?			
Declaration - I have read and understood the REIV's Complaints/Appeals Policy and Procedure			
Name: (print)			
Signed:		Date:	dd / mm /

OFFICE USE ONLY

Document name	Complaints and Appeals Form			Reference to AQTF 2023 Standard VET Funding Contract VRQA Guidelines for VET Providers	1.1,2.2,2.6,3.1 & 3.2 1.3 (f) 2.7 & 2.8
RTO Code	4042	Issue date	February 2023	Review date	January 2024
				Version no	1..1
<i>Document control management - Uncontrolled when printed</i>					Page 2 of 3

COMPLAINTS/APPEALS FORM

INVESTIGATION OF COMPLAINT/APPEAL			
To be completed by the manager investigating the complaint.			
DETAILS OF INVESTIGATION AND IDENTIFICATION OF COMPLAINT / APPEAL (Provide detailed explanation of the Investigations and findings regarding the complaint / appeal)			
DETAILS OF COMPLAINT / APPEAL OUTCOME (Provide detailed explanation of complaint / appeal outcome)			
<input type="checkbox"/> Complaint/Appeal accepted		<input type="checkbox"/> Complaint/Appeal rejected	
What continuous improvement actions are recommended to be implemented as an outcome of this complaint?			
Complaint/Appeal accepted			
Name: (print)			
Signed:			
Position:		Date:	dd / mm / yyyy

Document name	Complaints and Appeals Form			Reference to AQTF 2023 Standard VET Funding Contract VRQA Guidelines for VET Providers	1.1,2.2,2.6,3.1 & 3.2 1.3 (f) 2.7 & 2.8
RTO Code	4042	Issue date	February 2023	Review date	January 2024
				Version no	1..1
<i>Document control management – Uncontrolled when printed</i>					Page 3 of 3