



COMPLAINTS & APPEALS FEEDBACK FORM

This form is intended for current or former students who wish to submit a formal complaint or appeal a decision made by the RTO. All submissions will be handled in line with our Complaints and Appeals Policy and the 2025 Standards for RTOs.

Section 1: Student Details

Full name	
Student ID	
Date of birth	
Email contact	
Phone contact	
Course Title/Code	
Trainer/Assessor	

Section 2: Submission Type

☐ Complaint	Concerns about services, staff conduct, access to resources, facilities, unfair treatment, etc.
☐ Appeal	Disputes about decisions made e.g. assessment outcomes, RPL results, disciplinary actions

Section 3: Incident/Decision Details

Detail	Information
Date of Incident/Decision	
Location (if relevant)	
Names of Persons Involved	

Section 4: Description of the Issue

Please provide a detailed explanation of your complaint or appeal. Include what happened, when it happened, and the impact on you:

Section 5: Outcome You Are Seeking

Please describe what you would like to see happen as a resolution:

Section 6: Supporting Documentation

Please list any evidence you are submitting (emails, screenshots, assessments, communications, etc.):













☐

I have attached supporting evidence.

☐

No evidence is available at this time.



Section 7: Declaration

I declare that the information provided in this form is true and accurate to the best of my knowledge.
I understand this complaint/appeal will be dealt with fairly and in confidence. I acknowledge that lodging this form will not affect my enrolment status or training progress unless advised otherwise.

Signed (Student):
.....

Date:

OFFICE USE ONLY

Received By (Staff Name)	
Date Received	
Complaint/Appeal Reference	
Acknowledged on (Date)	
Action Taken	
Outcome provided	
Date outcome communicated	
Further Action required?	☐ Yes ☐ No
Referred to Independent Reviewer?	☐ Yes ☐ No
Staff Handling this case	
Finalised On	