

# Complaints and Appeals Form

YOUR DETAILS			
Your Name:			
Phone:		Email:	
Address:			
<p>Please indicate which of the following applies to you:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Prospective student</li> <li><input type="checkbox"/> Current student</li> <li><input type="checkbox"/> Past student</li> <li><input type="checkbox"/> Workplace or Employer</li> <li><input type="checkbox"/> Partner Organisation</li> <li><input type="checkbox"/> Other _____</li> </ul>			
<p>Please indicate if you are lodging a complaint, appeal or an assessment appeal.</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Complaint</li> <li><input type="checkbox"/> Appeal (unrelated to assessment)</li> <li><input type="checkbox"/> Assessment Appeal</li> </ul>			
<p>Please outline the reasons for your complaint or appeal in as much detail as possible. You may attach additional pages and supporting information as needed.</p>			

## Complaints and Appeals Form

How would you wish this complaint/appeal be addressed?

Are there particular staff members of TRY Learning who may need be involved in the investigation of this complaint or appeal and in what way?

**For assessment appeals, please complete the following.**

# Complaints and Appeals Form

Which unit and/or task is this appeal in relation to?			
Signed:		Date:	
Printed name:			
Please return the completed form to TRY Learning at 285-289 Abbots Road, Dandenong South, VIC 3175 or submit via email to <a href="mailto:training@try.org.au">training@try.org.au</a> .			
<b>OFFICE USE ONLY</b>			
Received by:	<i>Name of the Staff</i>	<i>Signature</i>	<i>DD/MM/YYYY</i>
Dispute heard by:	<i>Name of the Staff or Panel</i>	<i>Signature</i>	<i>DD/MM/YYYY</i>
<b>OUTCOME – to be completed by General Manager - RTO</b>			
Complaint / concern/ appeal resolved	<input type="checkbox"/> <b>Yes</b> <input type="checkbox"/> <b>No</b>		<i>DD/MM/YYYY</i>
If the complaint/concern/appeal was not resolved, an appropriate external and independent agent will be engaged to mediate between the parties. The student will need to attend mediation. The General Manager - RTO will contact relevant parties with details of date, time and location.			
Outcome Implemented/notice of finding given to appellant in writing.	<input type="checkbox"/> <b>Yes</b>		<i>DD/MM/YYYY</i>
Student satisfied with outcome	<input type="checkbox"/> <b>Yes</b>		<i>DD/MM/YYYY</i>
Recorded as completed in the Continuous Improvement Register.	<input type="checkbox"/> <b>Yes</b>	CIR No.	<i>DD/MM/YYYY</i>
Signature:	<i>Signature</i>		<i>DD/MM/YYYY</i>
Copy to be provided to Student once resolved.			