

Information for Applicants

- Complaints are only to be lodged on this form if you have been unable to resolve your issue or concern through conciliation or mediation.
- This form needs to be read in conjunction with the Complaints and Appeals Policy.
- Appeals are only lodged to review a decision that has previously been made. Applicants must follow the Complaints and Appeals Policy.
- You will receive written acknowledgment of your lodged complaint or appeal within two (2) working days from the date AVT received your complaint or appeal.
- The RTO endeavours to resolve complaints and appeals within a reasonable timeframe – usually 20 working days upon receipt of the written complaint or appeal or as soon as practicable. However, in some cases, particularly if the matter is more complex the resolution may take longer.

Filling out the Lodgement Form:

- Applicants may be asked to provide additional information to support their complaint or appeal.
- Please complete ALL fields on this form.
- Please submit the completed for to **[insert email address]**

Part A – Complainant Personal Details	
Student/ Learner Name	
Student ID	
Contact number	
Email address	
Part B – Background	
TYPE OF COMPLAINT: <input type="checkbox"/> Grievance <input type="checkbox"/> Complaint <input type="checkbox"/> Appeal	
Does this issue involve: <input type="checkbox"/> RTO <input type="checkbox"/> Staff Member <input type="checkbox"/> Trainer/Assessor <input type="checkbox"/> Other Student/Learner	
Complaint or Appeal Summary (Please outline the issue in as much detail as possible. Any supporting documents need to be attached to this form).	

Complaints and Appeals Lodgement Form

Part C – Complainant Declaration	
I verify that the information contained in this lodgement is true and correct and that I have not provided any false or misleading information.	
Name	
Signature	Date:
By signing this declaration you commit to abide by the Complaints and Appeals Policy.	

Office Use Only	
Date: (Complaint and/or Appeals lodgement form Received)	
Staff Name receiving	
Complaints Register entry ID	
RTO Manager been notified	<input type="checkbox"/> Yes <input type="checkbox"/> No
Priority	<input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low