

COMPLAINT & APPEALS FORM

PART 1: INSTRUCTIONS

We are committed to providing you with the best possible service and to improving our services.

You can use this form at any time to lodge a formal complaint or appeal including an appeal against our assessment decisions.

However, if you have a complaint or wish to appeal any decisions, we urge you to first try to informally discuss the issue with the person concerned, your trainer or the RTO Compliance Director.

Process for handling complaints, grievances and appeals

In summary, we will handle your complaint or appeal as follows:

1. All formal complaints and appeals must be in writing.
2. In bringing the complaint or appeal you have the right to be supported by another person if you wish.
3. You have the right to have your issue heard and to be dealt with fairly in the process.

We will follow our Complaints and appeals procedures in investigating and dealing with issues, including maintaining confidentiality and secure records.

We will involve you in processes and will only contact other people with your permission.

You will be notified in writing of the outcomes including the reasons.

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 a private mediator or agency.

The RTO Compliance Director will maintain the documentation securely.

Our process is provided in full in the Complaints and Appeals Policy located in the Student Handbook and on our website at

https://proactivetraining.com.au/documents/ComplaintsPolicyV2.1_2022.pdf.

PART TWO: DETAILS OF FORMAL COMPLAINT OR APPEAL

Please provide your contact details so we can follow up the issue directly with you.	
Name:	
Address	
Direct Phone	
Email	
Best time to be contacted	

Course or training being undertaken with us
Name of trainer or assessor

Type of complaint	
	Training delivery
	Misconduct
	Equity or access
	Appeal on decision
	General

Describe your complaint. Please be as detailed as possible

Date or dates issue occurred:

Describe in detail any efforts you have made to resolve the issue

Describe in detail any efforts you have made to resolve the issue

What outcome do you hope will be achieved by submitting this complaint?

Declaration

I declare that the information provided by me is, to the best of my knowledge, true and correct.

I acknowledge that the RTO may use the information provided by me to investigate this complaint, and where appropriate, may refer this information to a government agency or the people that I am complaining about in order to resolve this complaint.

I understand that this information may also be used for investigative and law enforcement purposes.

Name:

Date

Send or give the completed form to the RTO Compliance Director. We will contact you when we have received the form and discuss the issue with you and how we might investigate the matter. The RTO Director will consider the complaint and notify you in writing of the outcome within 10 working days of receipt of your written complaint.

Send to support@proactivetraining.com.au