

Complaints and Appeals Form

Section 1 To be completed by the student	
Student Name:	
Address:	
Phone:	Email:
Date of Incident:	Type of Incident: Complaint <input type="checkbox"/> Assessment Appeal <input type="checkbox"/> <input type="checkbox"/> Internal Appeal <input type="checkbox"/> External Appeal <input type="checkbox"/> <input type="checkbox"/>
Details	
_____	_____
Student Signature	Date
To lodge this form please email admin@propertytraining.com.au	
Section 2 Property Training Australia to detail action taken	
Complaint/ Appeal by the student was Successful <input type="checkbox"/> Unsuccessful <input type="checkbox"/>	

Student Notified in writing and record place in student's file?
Yes No

Complaints and Appeals Log updated?
Yes No

_____	_____	_____
RTO Representative	Position	Date

Section 3 To be completed by Arbitrating Body if complaint/appeal is taken to this level

Comments

_____	_____
Name of Arbitrating Body Representative	Position
_____	_____
Signature of Arbitrating Body Representative	Date

Section 4 RTO Office use only

The student has been notified in writing and details have been saved on the students file Yes No
Complaints and Appeals Log Updated Yes No

_____	_____	_____
RTO Representative	Position	Date

