

The complaints and appeals procedure of Everthought Education (ETE) and Everthought College of Construction (ECOC), also trading as Australian Institute of ICT (AIICT), ensures that all complaints are dealt with in a constructive and timely manner and at no cost to the complainant/appellant.

Before lodging a formal complaint or grievance, you are required to carefully read our Complaints & Appeals Policy and Procedure (available on the RTOs' websites or please ask for a copy from the Compliance Coordinator).

The Compliance Coordinator is appointed as the Complaints Resolution Officer across all three RTOs.

Personal Details	
Surname:	
First name:	
Student ID:	Date of Birth:
Course:	
Start date:	
Email address:	
Phone:	Mobile:
	aint or appeal (please provide as much detail as possible including any dates, person/s ny witnesses and the nature of your dissatisfaction. Attach further pages if required).
What have you done	to try and resolve this complaint or appeal?

Complaints and Appeals Form

PP13-01 v2.1

Date Published: 12/2021

Authorised by General Manager



What outcome are you seeking? Do you have a suggested resolution for the problem?

Do you have a support person who you would like to assist you should we need to interview you? Please provide their details here.

Name:	
Relationship:	
(brother, friend, classmate etc.)	

If you give permission for this person to receive copies of all correspondence relating to your complaint or appeal (including correspondence which may contain your personal information), please include their contact details below.

Support person contact details				
Email address:				
Phone:	Mo	bile:		
Declaration:				
I confirm that I have read and understood the Complaints & Appeals Policy and Procedure . I agree that all information provided in this form is true and correct.				
Name:				
Signature:				

PP13-01 v2.1

Date:



Office Use Only Receiving Officer Details Received by (name): Position: Signature: Date: Action Taken or notes submitted by receiving officer Outcome/ Resolution Details Complaint/Appeal Resolution Officer name: Position: Compliance Coordinator or delegate Was the complaint or appeal upheld? Yes No Notes/Details of the outcome/resolution: Vate for ontification: Ves No Mast he complainant/appellant satisfied with the outcome? Yes No Mast he complainant/appellant advised of the external process Yes No Actioned by (name): Yes No No Position: Signature: Signature: Signature: Signature: Signature:						Doc No: PP13-01
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If no, was the complainant/appellant advised of the external process Yes No Actioned by (name):						
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Position: Signature:	process		the external	Yes		No
Signature:	Actioned by (name):					
	Position:					
Date:	Signature:					
	Date:					

Details of Third Party Resolution Organised

Complaints and Appeals Form

PP13-01 v2.1



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Doc No: PP13-01

Actioned by (name):			
Position:			
Signature:			
Was the complainant/appellant notified of the outcome in writing?		Yes	No
Date of notification:			
Actioned by (name):			
Position:			
Signature:			
Inclusion on Continuous Ir	mprovement (CI) Register and Recor	d Management	
Date of inclusion on CI Regis	ter:		
Date File Checked for:			
copy of Complaints and Appeals Form		Yes	No
copy of Evidence from complainant/appellant		Yes	No
copy of evidence from other parties/sources		Yes	No
• copy of written outcome(s) to complainant/appellant		Yes	No
 copy of any correspondence from the RTO to the complainant/appellant 		Yes	No
copy of engagement of third party resolution agency		Yes	No
Actioned by (name):			
Position:	Compliance Coordinator or delegate		
Signature:			

PP13-01 v2.1