



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:	
<i>Details of the complaint or appeal (please provide as much detail as possible including any dates, person/s involved, names of any witnesses and the nature of your dissatisfaction. Attach further pages if required).</i>			
<i>What have you done to try and resolve this complaint or appeal?</i>			



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:

Mobile:

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:

Date:

**Office Use Only****Receiving Officer Details**

Received by (name):	
Position:	
Signature:	
Date:	

Action Taken or notes submitted by receiving officer

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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:

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Notification of Outcome/ Resolution

Date of notification:		
Was the complainant/appellant satisfied with the outcome?	Yes	No
If no, was the complainant/appellant advised of the external process	Yes	No

Actioned by (name):	
Position:	
Signature:	
Date:	

Details of Third Party Resolution Organised

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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:		
<i>Inclusion on Continuous Improvement (CI) Register and Record Management</i>		
Date of inclusion on CI Register:		
Date File Checked for:		
<ul style="list-style-type: none">• copy of Complaints and Appeals Form	Yes	No
<ul style="list-style-type: none">• copy of Evidence from complainant/appellant	Yes	No
<ul style="list-style-type: none">• copy of evidence from other parties/sources	Yes	No
<ul style="list-style-type: none">• copy of written outcome(s) to complainant/appellant	Yes	No
<ul style="list-style-type: none">• copy of any correspondence from the RTO to the complainant/appellant	Yes	No
<ul style="list-style-type: none">• copy of engagement of third party resolution agency	Yes	No
Actioned by (name):		
Position:	Compliance Coordinator or delegate	
Signature:		