



Complaints and Appeals Form

Please select the applicable Registered Training Organisation

- Everthought College of Construction (RTO) (RTO Code: 51681 CRICOS Code: 02898C)
- Everthought Education (ETE) (RTO Code: 32438)

Personal Details

Title	<input type="checkbox"/> Mr	<input type="checkbox"/> Ms	<input type="checkbox"/> Miss	<input type="checkbox"/> Mrs	<input type="checkbox"/> Dr	<input type="checkbox"/> Other
Given Name			Surname			
Student Number			Phone Number			
Date of Birth			Email address			
Address						
State			Postcode			

Course Code and Name:

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).*

What have you done to try and resolve this complaint or appeal?

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	
email		Mobile	

Do 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)?



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.

Signature		Date	
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Office Use Only

Receiving Officer Details

Name		Position	
Signature		Date	

Notes submitted by receiving officer

Details of the investigation

Investigation/ Decision outcome

Decision Notification

Outcome letter provided to Complainant / Appealer <input type="checkbox"/> Yes <input type="checkbox"/> No	Date:	
Where applicable has the following been actioned?	Date	Signature
Record management register updated <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A		
Student management system updated <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A		
PRISMS updated <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A		
Accounts notified of change <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A		
Trainer notified of change <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A		

Any comments:

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