

## Complaints and Appeals Form

All complaints or appeals received by CTS will be recorded, acknowledged and dealt with in accordance with the principles of natural justice and procedural fairness  
Before completing and submitting your formal complaint, we encourage you to first try and resolve your concern or issue with the person involved and/or a CTS staff member.

### Definition of a Complaint

**Complaints** are allegations made by a learner or client that relate to the conduct of an RTO, its staff, a third party offering services on its behalf, or other learners in the RTO.

### Definition of an Appeal

**Appeals** are requests for a review or reconsideration of decisions made by the RTO. These decisions could involve assessments or access to support services.

### Instructions

Before lodging a complaint or appeal you are requested to refer to the Complaints and Appeals Policy in the Student Handbook.

Read and complete this Form providing as much information as possible.

You may attach additional documentation relevant to your application.

Submit your application to the RTO Manager by mail, in person or via email to [allison@consolidatedtraining.com.au](mailto:allison@consolidatedtraining.com.au)

Application - Please select your reason with a Tick			
Complaint	<input type="checkbox"/>	Appeal	<input type="checkbox"/>

Complainant/Appellant Information	
Name	DOB
Address	
Email	Phone

Course Details
Course Name
Course Date

Details of Complaint or Appeal

Your Expected Outcome

Do you wish to have a support person assist you? If yes, please provide their details	
Name	Relationship to you
Email	Phone

Complainant/Appellant Declaration	
I declare that the information provided in my application form is true and I have read the Complaints and Appeals Policy & Procedure. I understand that I may be asked for further information or be asked to attend a meeting.	
Signature	Date

CTS Office Use Only	
Date received / /	Reviewed by
Acknowledgement sent Yes or No	Date sent / /
Student/client invited to meeting Yes or No	Date of meeting / /
Proposed Actions	
Decision	
Student/client notified of decision Yes or No	Date of notification / /
Does the Student/client accept the decision Yes or No If Student/client does not accept the decision, they may access external complaints avenues.	
Date recorded in Complaints and Appeals Register / /	